



# ACCESSIBILITY FLASH CARDS



# THE BEGINNING

## RIDE ACCESSIBILITY

- **The Hill Train**



# The Hill Train

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access at both stations is via the exit. Access via the exit is step free.

The Hill Train is a funicular railway with 2 trains which switch stations each cycle. Each train is made up of 3 carriages, which have either single or double rows of benches that face each other. Guests must transfer into the unit with or without assistance from a guardian or carer whilst the train is stationary.

Please note: There is a small gap between the platform and train.



The train's middle carriage is wheelchair accessible and allows for wheelchairs to enter the carriage for the duration of the ride. A ramp is available to aid transfer. One person can accompany the wheelchair user in that row. All other guests must use other rows.

There are no restraints on this ride. Guests are secured by a locked door at the end of each row.

There are no additional sensory elements to this ride.



Upon arrival to the second station, the train will come to a stop and the doors will unlock. Guests will then be able to exit at the platform end opposite to where the booth is.

Wheelchair guests will be brought a ramp once other guests have exited the ride.

Please note: The Hill Train is a one way journey and guests must disembark at the end of each cycle.

## Ride Restrictions



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Shirts and shoes must be worn at all times



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



NO standing at anytime



NO eating, drinking or smoking

# BRICKTOPIA

## RIDE ACCESSIBILITY

- Sky Rider
- LEGO® Ferrari Build & Race





# Sky Rider

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the exit location to the left of the main entrance.

Access to Sky Rider is via a ramp to the exit platform where the units move through slowly at the same level as the platform. The cars can be stopped to ease transfer with or without the assistance of a guardian or carer into the ride unit.



Any guest using a wheelchair or a mobility aid will be able to bring this next to a stopped car. From here they will need to transfer with or without assistance.

Once transferred, any devices will need to move to a suitable location on the exit platform for the duration of the ride cycle.

Guests will be restrained by one lap bar that remains lowered unless lifted. They will lock before departure and cannot be adjusted once the car has departed.



Guests are required to brace against ride forces using the lap bar.

There are no additional sensory elements to the ride.

When the ride returns to the station, lap bars will automatically unlock. Guests can push up the lap bars, and exit to the left. If guests use a device, the ride can be stopped, and the device can be brought adjacent to the unit. Guests will then need to transfer out of the ride and exit back via the ramp they entered the ride from.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



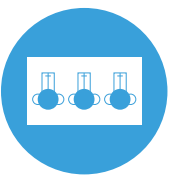
NO children on laps



Shirts and shoes must be worn at all times



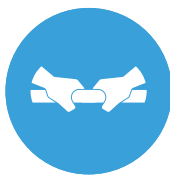
Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



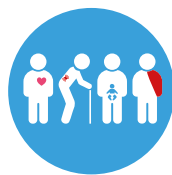
Each car accommodates up to 3 guests. Max 2 adults per car



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails, lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be a minimum height of 0.9m to ride

# LEGO® Ferrari Build & Race

## Step Free Access

**Queue Access:** Ground Level

**Race Table:** Access via steps



Entrance to the attraction is via the double doors underneath the Build & Race sign. Access may involve a short wait before entering the attraction. The Ride Access Pass does not include this attraction. Access throughout the attraction is completely step-free. Wheelchairs and mobility aids can be used in the queue line and throughout the attraction.

In the garage area, guests can interact with the LEGO® Ferrari Daytona SP3, by turning the headlights, hazard lights, and engine noise on/off. This is operated by a screen located to the right on the wall by the car. This screen is at a wheelchair friendly height.

## Attraction Restrictions



NO eating, drinking or smoking



Going into the main build area, guests can build their own mini car model at the Build Tables. There are 3 different build tables which are all wheelchair friendly and accessible. Guests can take their creation to race on various tracks.

The Top Speed track includes a straight track which records and displays the car's top speed on a screen at the end, accessible via a built-in ramp that runs alongside the track to access the top. The Stunt Ramp allows for the car to travel down the ramp and jump through a tyre on the track. The stunt ramp has four steps, each step is approximately 20cm tall, to reach the taller end of the ramp. These steps have railings along the outside. There is no alternate step-free access.

The DUPLO® Play Pit a chance for younger guests to build their own DUPLO creation through racing bump roads.

The Engine Block Ramp can be accessed via a small step, or alternatively from the sides by guests using mobility aids (assistance may be required with reaching the top). It allows guests to race their cars through an engine which makes a noise when the sensor is triggered.

At any point throughout the experience, guests can also take a picture in front of the LEGOLAND® Ferrari checkerboard located to the right of the digital racetrack, which is step free.



Before leaving, guests can race their creations on the digital racetrack. Guests can scan their own creation in the scanners underneath the control screen in front of the digital racetrack, which will then show up on the screen. The digital race table is controlled through the use of two buttons either side of the screen. One is for boosting your speed and the other is for switch lanes around the track.

Guests are then able to race the digital version of their creation on the digital racetrack against other users. This is controlled using the screens in front of the track which are at a wheelchair friendly height. Throughout the attraction, each ramp is surrounded by yellow painted strips to aid with visual perception.

Please note, Ferrari Build & Race is not a quiet area; there are different sensory elements to be aware of in this attraction. This includes noise effects from the cars, flashing lights on the screens, spotlights over the interactive elements, and loud atmospheric music. The attraction has spotlights over each interactive area, with low-mid lighting levels throughout the facility.

To exit the attraction, guests can return outside via the automated double doors located directly to the left of the digital racetrack.

# DUPLO<sup>®</sup> VALLEY

## RIDE ACCESSIBILITY

- **Splash Safari**
- **Fairy Tale Brook**
- **DUPLO<sup>®</sup> Airport**
- **DUPLO Express**
- **DUPLO Dino Coaster**
- **Drench Towers**



# Splash Safari

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level

This attraction is fully accessible and permits wheelchair usage throughout.

## Ride Restrictions



NO eating, drinking or smoking



NO floatation devices, umbrellas, cameras or loose items



NO running



DO NOT drink the water



NO climbing on animals or features



Swimwear must be worn at all times



A responsible person at least 16 years of age must supervise children under 6 years old



Only swimming nappies are permitted to be worn



# Fairy Tale Brook

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is lower than ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride entrance, which is closest to the DUPLO® Valley Theatre. Please enter this queue line and follow until the merge point where you will join the main queue line to the ride.

Ride access is via a slow moving turntable that can be stopped if required. Ride units are boats of 2 rows and can accommodate up to 4 people.



Guests will have to transfer with or without assistance into the unit which is at a lower level to the turntable. Please note there is a gap between the turntable and unit.

Wheelchairs and mobility aids can be taken onto the turntable and parked next to the boat. Guests need to transfer with or without assistance into the ride unit. The wheelchair or mobility aid would then need to be moved to a suitable location for the duration of the ride cycle.



There are no restraints at Fairy Tale Brook. Please note there is flashing and strobe lighting on the ride. You may also get wet.

Guests will exit at the same turntable they entered on. Wheelchairs or mobility aids can be retrieved either by a carer or member of staff. Transfer and exit is on a higher level than the turntable. From there the exit is step free from the ride.

## Ride Restrictions



NO standing at anytime



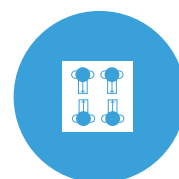
NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Max 4 guests per boat



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Shirts and shoes must be worn at all times



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age

# DUPLO<sup>®</sup> Airport

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride entrance located to the left hand side of the main entrance for DUPLO<sup>®</sup> Airport.

Access is step free up until the ride unit.



Ride units are helicopters with bench seating. Guests will be required to use two steps to transfer into the ride unit with or without the assistance of a guardian or carer.

Wheelchair users or guests with mobility aids can take their devices into the ride area adjacent to the ride unit. Any devices will need to be moved to a suitable position away from the ride unit during the cycle.



Guests are restrained within the unit by one lap bar that can only be secured in one position.

There are no additional sensory elements to the ride. However, there are 2 interactive joysticks that allow guests to control the helicopter's height and rotation.

Please note: The helicopters do not automatically rise.

Exit is to the left of the operator booth which is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



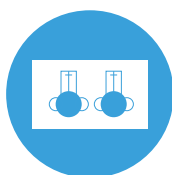
NO children on laps



Guests must be a minimum height of 0.9m to ride



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Each helicopter accommodates up to 2 guests. Max 1 adult per helicopter



Guests are required to sit upright with or without the assistance of a guardian or carer



Shirts and shoes must be worn at all times



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age

# DUPLO<sup>®</sup> Express

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the exit of the ride, located to the left of the main entrance, which is at the top of a short ramp.

Access is step free up until the ride unit.



DUPLO<sup>®</sup> Express is made up of 4 standard carriages which can hold up to 4 guests across 2 benches that sit opposite each other. An additional carriage at the front holds 2 guests facing forward. Guests will need to transfer into the ride unit with or without the assistance of a guardian or carer, which involves a small step into the ride unit. Wheelchairs and mobility aids can be taken adjacent to the carriage to transfer, and will then need to be stored in a suitable location during the cycle.



There are no restraints on this ride. Guests are secured by a locked door at the end of each row.

There are no additional sensory elements to this ride.

Once the ride comes to an end, guests exit the same way they entered after the doors are unlocked. Wheelchairs and mobility aids can be retrieved to allow guests to transfer out of the unit. The exit of the ride is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



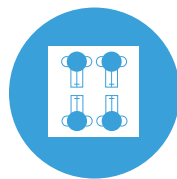
NO children on laps



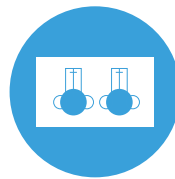
Shirts and shoes must be worn at all times



Guests under 0.9m must be accompanied by a responsible person at least 16 years of age



Max 4 guests in the carriages



Max 2 guests in the front train. Only children are allowed to sit in the front



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



# DUPLO® Dino Coaster

## Step Free Ride Access

**Queue Access:** Includes stairs

**Ride Access:** Transfer is at ground level



Ride Access Pass users enter via the Reserve & Ride entrance which is the left hand queue line.

Guests will need to use the stairs to access the ride. There are 12 steps from the floor to the platform. There is no step free access, however, the ride staff can arrange the use of a stair climber to allow guests to transfer up the exit stairs. Guests will need to transfer into the stair climber with or without assistance of a guardian or carer. A trained member of staff will be on site to operate the stair climber.



Please note: There may be a delay in the trained operator accessing the ride.

Wheelchairs should be left in a suitable place during the ride cycle.

The DUPLO® Dino Coaster is made up of 1 train with 5 rows. Once at platform level guests are required to transfer into the unit over a small step from the left hand side of the train with or without the assistance of a carer.



Guests will be restrained by individual lap bars which will be manually lowered and locked before departure.

There are no additional sensory elements to this ride.

At the end of the ride cycle, lap bars will be unlocked and can be manually lifted. Guests will then exit the same side they entered. The exit involves 10 steps from the platform to exit.

However, if the guest used the stairclimber to enter the ride, staff will be there to assist with descent before being reunited with their mobility aid.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



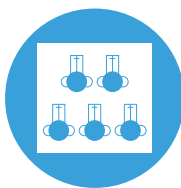
NO children on laps



Shirts and shoes must be worn at all times



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



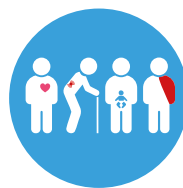
Maximum of 5 adults per train



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold themselves upright without assistance for the duration of the ride



Guests must be a minimum height of 0.9m to ride



# Drench Towers

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



**Astro Area**



**Attraction Area**



**Splash Area**

## Ride Restrictions



NO eating, drinking or smoking



NO floatation devices, umbrellas, cameras or loose items



Swimwear with exposed zippers, buckles or metal ornamentation is not permitted



NO children on laps. One person per slide at any one time



DO NOT drink the water



A responsible person at least 16 years of age must supervise children under 6 years old



Swimwear must be worn at all times



Only swimming nappies to be worn. NO nappies are permitted on the slides



Eyeglasses must be securely fitted to riders with head straps



Only water shoes may be worn. NO shoes are permitted to be worn in the wet area



Each slide has specific accessibility rules. Please ask a water park attendant for more information



**BLUE & YELLOW SLIDES**  
Guests must be a minimum height of 1.0m. There is a 21 stone max weight limit on both these slides



**RED & GREEN SLIDES**  
Guests must be a minimum height of 0.9m. Due to weight limitations adults are not permitted to ride



This ride is not recommended for guests with; back & neck problems, heart conditions or pregnant guests



One responsible person at least 16 years of age may supervise up to 4 children



Wheelchair Access via Main Entrance

# HEARTLAKE CITY

## RIDE ACCESSIBILITY

- **LEGOLAND® Express**
- **Mia's Riding Adventure**



# LEGOLAND® Express

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the exit located to the right of the main entrance.

The train is made up of carriages that contain rows that accommodate up to 4 guests per row. To transfer into a carriage guests will need to transfer over a small gap between the train and platform with or without assistance of a carer or guardian.



Wheelchair users can use a carriage at the back of the train which allows guests to remain in their wheelchair during the ride. There is a hinged seat that will be raised, reducing the capacity to 1 wheelchair user and 2 accompanying guests.

There are no restraints, guests are secured by carriage doors locking throughout the ride.



There are no additional sensory elements to this ride.

When the train returns to the station, the doors of the carriages will be unlocked by the driver. Once unlocked, guests will transfer out of the unit the same side that they entered. Guests exit at the end of the platform where Ride Access Pass and Wheelchair guests accessed the ride.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



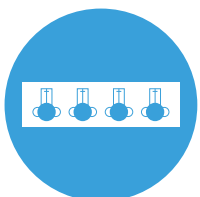
NO eating, drinking or smoking



NO children on laps



Guests are required to sit upright with or without the assistance of a guardian or carer



Each seat row accommodates up to 4 guests



Shirts and shoes must be worn at all times



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer

# Mia's Riding Adventure

## Step Free Ride Access

**Queue Access:** Is via a wheelchair lift

**Ride Access:** Transfer is at ground level



Ride Access Pass users access the ride via the Reserve & Ride Entrance which is the left hand queue of the 2 queue lines.

Please note: There are 9 steps from the queue line to the ride platform.

The Wheelchair entrance is to the left of the main entrance (push through the gate to enter). There is a wheelchair lift available. Please speak to a ride attendant at the head of the Reserve & Ride queue who will arrange this. Guests must unlock the lift door using the call button on the panel to the left.



Ride units are individual horses on a metal disc. Guests will need to transfer onto the raised platform through a green barrier.

Please note: There is one small step from the platform to the ride and guests will need to be able to straddle the seat. Wheelchairs and mobility aids can be taken to the entrance of the disc. At this point they will need to transfer onto the unit with or without assistance.

There are no additional sensory elements to this ride.



Guests will be restrained by a back restraint that rises from behind the horse. Those with torso measurements above 51 inches may find themselves unable to ride. Guests must brace against ride forces by holding onto the handles. Restraints will automatically be lowered at the end of the cycle and guests can follow directions to exit to the right of the disc, the same way they entered the ride. There are 9 steps from the ride platform to the exit. If guests used the wheelchair lift, they will return back to any mobility aids they used and exit back via the wheelchair lift.

## Ride Restrictions



No standing at any time. Feet must remain on the disc at all times



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



Shirts and shoes must be worn at all times



Guests must be secured in the ride seat, this may not be possible for torso measurements approaching 51 inches



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests must be a minimum height of 1.2m to ride



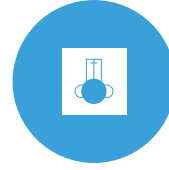
Guests are required to hold on to handles/handrails lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold themselves upright without assistance for the duration of the ride



Maximum one person per seat



# KINGDOM OF THE PHARAOHS

## RIDE ACCESSIBILITY

- Laser Raiders
- Scarab Bouncers
- Thunder Blazer
- Desert Chase
- Aero Nomad



# Laser Raiders

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride entrance located to the right of the main queue line. Guests will be merged with the main queue line. The queue line is step free, however, it does cross the LEGOLAND® Express track.

Access to the ride is step free.

If required there is a wider access ride entrance for specific ride units. Please speak to a ride attendant if this is preferred.



Ride units are made up of a car with 2 rows accommodating 2 guests per row. Guests will need to step into the stationary unit to transfer. Once transferred into the ride, wheelchairs will need to be removed from the platform and left in a suitable location for the duration of the ride.

Guests are restrained by lap bars for the duration of the ride. Guests should brace against ride forces using the lap bars. The ride contains multiple sensory elements. It is a dark ride and flashing and strobe lighting is used throughout.



The ride involves an interactive laser gun. Guests will score points by hitting targets around the course with the laser gun.

Guests will return to a different section of the platform. Lap bars should raise automatically, and guests can transfer out. Guests would need to step out of the unit on the same side they entered. The specialist cars will be unlocked. Any devices will be brought to the unit to allow for transfer. Guests can follow to step free exit pathway.

## Ride Restrictions



NO standing at anytime



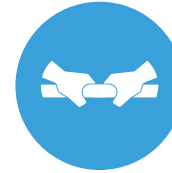
NO umbrellas, cameras or loose items



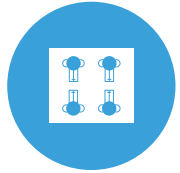
NO eating, drinking or smoking



NO children on laps



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



Each car accommodates up to 4 guests



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



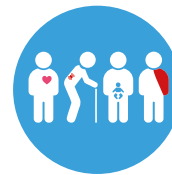
Shirts and shoes must be worn at all times



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to sit upright with or without the assistance of a guardian or carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests

# Scarab Bouncers

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass and Wheelchair Access is via the ride exit located to the right of the ride when looking from inside the building.

Access to the ride is step free.

The two towers are made up of individual seats. Guests will need to transfer into the raised seat with or without the assistance of a guardian or carer. Wheelchairs can be brought into the ride area, adjacent to the ride unit. Once transferred, the wheelchair will need to be moved to a suitable location.



Guests are restrained by one lap bar that will cover the entire ride unit. This is lowered by staff members and sits in a fixed position. The ride's nature requires guests to be able to sit upright for the duration and brace against ride forces using the lap bar.

There are no additional sensory elements to the ride. When the ride comes to an end the lap bar will be unlocked and lifted. Guests will exit the same way they entered, transferring down out of the unit.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



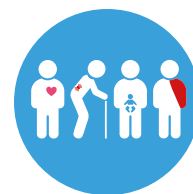
Guests must be a minimum height of 0.9m to ride



Shirts and shoes must be worn at all times



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold themselves upright without assistance for the duration of the ride

# Thunder Blazer

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride entrance located to the left of the main entrance.

Access to the ride is step free.



The ride units are hanging seats. Guests will need to transfer into the unit that is suspended in the air with or without the assistance of a guardian or carer. Wheelchairs or mobility units can be brought adjacent to the unit to transfer.

Guests are restrained in the unit by a metal bar that sits above their waist and is then locked on a chain connected to the seat between the guests legs. Guests should brace against ride forces.



There are no additional sensory elements to the ride.

Guests will return to the same location upon ride cycle end. Guests can unlock their own lap bar, or a guardian/ carer can enter the ride area to assist. Wheelchairs or mobility aids can return to the ride area to assist with ride exit. The exit is to the right of the unit and step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



Shirts and shoes must be worn at all times



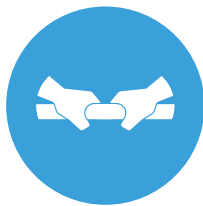
Each chair accommodates 1 person max



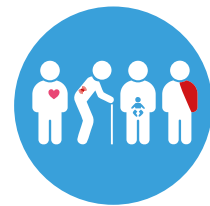
Guests are required to hold themselves upright without assistance for the duration of the ride



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests must be a minimum height of 0.9m to ride



# Desert Chase

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the exit located to the left of the main entrance.

There is no step free access as the ride sits on a raised platform.

Please note: There is one small step from the floor to the ride.

Guests can bring any wheelchair or mobility aids closest to the desired ride unit to aid transfer.



If a guest is under 1.1 meters, an adult should stand next to them for the duration of the ride. If the guest under 1.1 meters is in a spinning cup, an adult should sit with them.

Guests will be restrained with seatbelts if on a horse. These must be worn by everyone seated on the horse, including adults. The two types of horses have different motion, and guests are advised to watch the ride prior to boarding.



The spinning cup motion is guest controlled. The shell may rock.

There are no additional sensory elements to this ride.

Once the ride comes to a complete stop, they will need to transfer down off the ride platform and guests can move wheelchairs and mobility aids back into the ride area to aid exit.

## Ride Restrictions



NO umbrellas, cameras or loose items



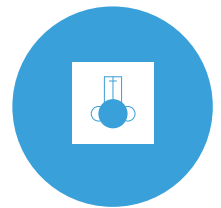
NO eating, drinking or smoking



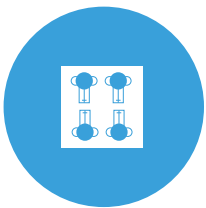
NO children on laps



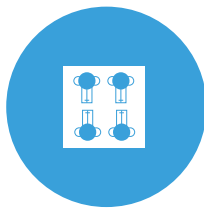
Shirts and shoes must be worn at all times



Max 1 guest per horse



Max 4 guests per tea cup



Max 4 guests per rocking carriage



Guests under the height of 1.1m must be accompanied by a responsible person at least 16 years of age



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to sit upright with or without the assistance of a guardian or carer

# Aero Nomad

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the exit located to the right of the main entrance.

Access to the ride is step free.

The ride units are 8 gondolas held on ferris wheel arms. Guests transfer with or without the assistance of a guardian or carer into the unit from the same level as the loading area.

Please note there is a small gap between the platform and units.



There is a wheelchair accessible gondola that allows guests to remain in their wheelchair for the duration of the ride. Guests transfer in using a metal ramp that bridges the gap between the platform and unit. The wheelchair sits in the centre of the gondola.

There are no restraints on the ride. Guests are secured by the doors at the front of each unit.



There are no additional sensory elements to the ride.

Guests return to the same location. They will need to transfer out of their unit over the small gap with or without assistance, and then exit left to where they entered which is step free. Guests who have remained in their wheelchair will have the ramp brought to them to transfer out.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Shirts and shoes must be worn at all times



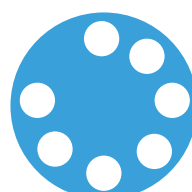
Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



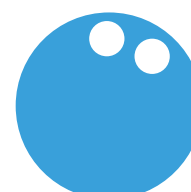
Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Each gondola accommodates 7 people. Max 5 adults per gondola



There must be a minimum of 2 people per gondola

# LEGO® CITY

## RIDE ACCESSIBILITY

- **LEGO® City Driving School**
- **Coastguard HQ**
- **L-Driver**
- **Balloon School**
- **Fire Academy**
- **LEGO® City Deep Sea Adventure**
- **Haunted House Monster Party**



# LEGO® City Driving School

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride entrance which is the left hand queue line.

Access to the ride is step free.

The queue line leads to a teaching area where guests are taught how to operate their car.

Once the instructions have finished, guests are taken into the ride area. Access involves 1 small step. Guests can bring their wheelchair into the ride area, but once they are transferred into the car we ask that the wheelchair is moved to a suitable location.



Ride units are single seated cars. Guests will need to transfer with or without the assistance of a guardian or carer. This involves stepping or being lifted over the side of the car into the seat. Wheelchairs and mobility aids can be bought adjacent to the unit to ease transfer. Guests must be able to sit upright without assistance for the duration of the ride. Guests are restrained by a seat belt which can be secured by a guardian or carer before the ride starts. If using a RED Ride Access Pass guardians or carers do not need to ride with the person, they are caring for.



There are no additional sensory elements. LEGO City Driving School is an interactive ride and is self controlled. Guests are required to use 2 pedals to start and stop their car. Staff are located on the track for the duration of the ride. At the end of the ride cycle, cars will come to a stop and guests will be required to head to the exit area closest to the photo booth. Guardians and carers will be allowed back onto the course to assist with exit and can bring wheelchairs and mobility aids with them. There is 1 small step towards the exit.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



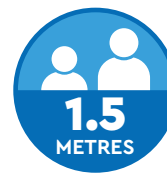
NO eating, drinking or smoking



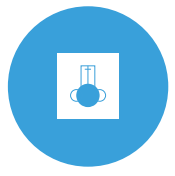
NO bumping of the cars



Not suitable for guests over 13 years old



The maximum height for this ride is 1.5m



1 guest per car max



Shirts and shoes must be worn at all times



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to press the foot pedal and steer the car



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold themselves upright without assistance for the duration of the ride



Guests must be a minimum height of 1.1m to ride



# Coastguard HQ

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is below ground level



The Ride Access Pass entrance is via the Reserve & Ride entrance which is the right hand queue line. Wheelchair access is via the exit to the right hand side of the ride entrance.

Please note: The Reserve & Ride access may not always be in use, in this circumstance please use the ride exit. The Reserve & Ride entrance is not step free. There are 23 steps to the ride platform.

If guests are unable to use stairs please speak to a member of staff who will arrange for alternative access.

There are no additional sensory elements on this ride.



The ride units are boats with one bench accommodating up to 3 guests. Access to boats is via one of the 3 channels. Boats will be stabilised whilst loading, however, they will still be able to rock. If using a wheelchair, this will be brought alongside the boat on the exit platform. Guests will then have to transfer down into the boat with or without assistance.

Wheelchairs or mobility aids will then have to be stored in a suitable location for the duration of the cycle.

There are no restraints on this ride.



Please note: You may get wet on this ride.

Coastguard HQ is an interactive ride. The ride units are self-controlled and will not move unless the pedal is pressed and the steering wheel is used to navigate. There is a staff member in the water if you come to any difficulties during the ride.

Once returning, please steer to the channel on the right to ensure your exit is step free. Guests will need to transfer out of the boat once it is stabilised. Any wheelchairs or mobility aids can be brought back to the platform to assist.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



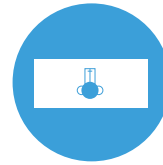
NO eating, drinking or smoking



NO children on laps



NO bumping of the boats



NO Single Riders



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



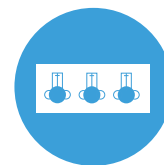
Guests are required to press the foot pedal and steer the boat



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Shirts and shoes must be worn at all times



Each boat accommodates a minimum of 2 guests and a maximum of 3 guests. Maximum 2 adults per boat

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the exit. Please note there is a small step down from the exit to the ride area and then a step up into the teaching area where instruction on driving will be given. Wheelchairs can be taken into the ride and teaching areas.



Ride units are single seat cars. Guests will need to transfer in with or without the assistance of a guardian or carer. Transferring into the unit involves stepping or being lifted over the side of the car. Wheelchairs or mobility aids can be bought into the ride area. Once transferred into the car, the device should be removed and stored in a suitable location for the duration of the ride. Guests are restrained by a seat belt that sits across their waist.



There are no additional sensory elements. The ride is self controlled and guests are required to use 1 pedal to start their car. Staff are located around the course for the duration of the ride. At the end of the ride cycle, cars will come to a stop and guests will be required to head to the exit area. Guardians and carers will be allowed back onto the course to assist with exit and can bring wheelchairs and mobility aids with them. There is 1 small step towards the exit.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO bumping of the cars



Shirts and shoes must be worn at all times



The maximum height for this ride is 1.1m



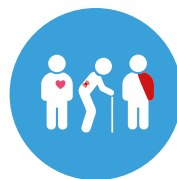
Guests are required to hold themselves upright without assistance for the duration of the ride



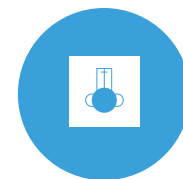
Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to press the foot pedal and steer the car



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs



One guest per car



Guests must be a minimum height of 0.9m to ride

# Balloon School

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride Entrance which is the left hand queue line at the main entrance. Access to the ride is step free.

The ride units are gondolas of two benches opposite each other and can accommodate up to 4 guests. The unit remains stationary during loading.

There are no additional sensory elements to this ride.



Guests will need to transfer up a step into the unit with or without assistance from a guardian or carer. Please note: The unit entrance way is narrow. Wheelchairs or mobility aids can be taken into the ride area and parked adjacent to the unit to ease transfer. Once transferred, the devices will need to be moved to a suitable location. Guests or a staff member will bring down a metal lap bar to one lockable position. This is then locked by the unit door.



When the ride cycle begins, the ride unit will lift to an elevated position. Guests can raise their gondolas further by pulling a rope that descends from the top, which makes a noise when pulled. If the rope is let go the gondola will descend and remain at the standard height. At the end of the cycle, the gondolas will lower to the ground and the operator will unlock your door. Guests can then bring any mobility aids to the ride unit before proceeding to the exit to the right of the booth.

## Ride Restrictions



NO standing at anytime



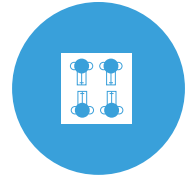
NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Each gondola can accommodate 4 guests max



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Shirts and shoes must be worn at all times



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



# Fire Academy

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride Entrance which is located opposite Balloon School and the opposite side of the ride to the main entrance. Access to the pre-load area is step free. The ride units are fire trucks that accommodate up to 4 guests. There is a minimum of 2 guests and maximum of 2 adults. Guests begin in a pre-load area behind flush gates to their assigned fire truck.

Wheelchairs and mobility aids can be bought into the ride area.



Guests will need to walk to their truck and transfer into the ride unit with or without assistance of a guardian or carer. This involves 1 small step and a narrow entrance way into the ride unit.

Please note: The gap between the gates is narrow so not all wheelchairs may fit. Guests therefore may need to transfer here and store their wheelchair in a suitable place for the duration of the ride cycle. There are no restraints at Fire Academy. Guests may need to be sat down if not involved in moving the trucks to brace against ride forces.



Fire Academy is an interactive ride. Guests will need to control the ride by pushing the gear stick in the direction of travel and operating the pumps. Guests will need to transfer out to access the 'scene of the fire' to use the hose. Guests can remain in the truck if preferred. Guests will operate the truck in the same way to return to the start. All fire trucks must have returned to the start before guests can exit. Guests can retrieve any mobility aids and exit via the gate which is step free.

## Ride Restrictions



NO umbrellas, cameras or loose items



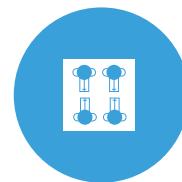
NO eating, drinking or smoking



NO children on laps



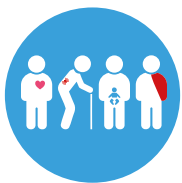
Shirts and shoes must be worn at all times



Each unit accommodates up to 4 guests. Min of 2 guests per vehicle to allow operation



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests must be a minimum height of 0.9m to ride



# LEGO® City Deep Sea Adventure

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is below ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride Entrance which is the right hand of the 2 queue lines at the main entrance. Access to the platform is step free. The ride unit is a submarine that accommodates up to 14 people. Inside the submarine are benches which guests must sit on whilst the ride is in motion. There are stairs down to access each submarine. Please note: There are 6 small steps into each submarine. Small mobility aids like crutches and walking sticks can be taken on the ride.



There is 1 submarine with a built in stair lift that is designed to accommodate non-ambulant guests. Guests can take their wheelchair to the boarding point and transfer into the stair lift chair, before being lowered into the unit with assistance from the ride host and their carer. Guests can remain in the stair lift chair for the duration of the ride and their wheelchair can be left on the platform and collected at the end. This is a slow ride with no significant ride forces.



Guests are secured by a locked door. Guests must remain seated on benches throughout. This ride may not be suited for guests who suffer with claustrophobia. Guests who are unsure about riding may wish to view the inside of the unit before riding. Please speak to a ride attendant for assistance. The door will automatically open at the end of the ride and guests will be asked to exit to the platform. Guests using the stair lift will be assisted by the ride host to return to their wheelchairs. The rest of the exit is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO flash Photography



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



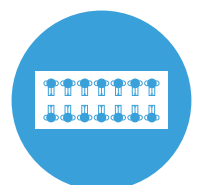
Shirts and shoes must be worn at all times



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to sit upright with or without the assistance of a guardian or carer



Each submarine accommodates up to 14 guests. Loading combinations apply

# Haunted House Monster Party

## Step Free Ride Access

**Queue Access:** Is via a wheelchair lift

**Ride Access:** Transfer is at ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride Entrance which is the right hand of the 2 queue lines at the main entrance. Guests will be batched into a lane prior to entering the ride building. Once inside guests can either transfer to the ride level by using the staircase or wheelchair lift. Please note: There are 20 steps from the floor to the ride area. If you wish to use the lift, please speak to a member of staff. The lift is through a second set of doors to the left of the stairs. Please note: There is a 400kg limit on the lift and mobility scooters are not permitted.



To use the lift, follow the instructions above the call button which contains the lift code. The door will unlock when ready. Close the door once you are in the lift. Press and hold the button to level 1. Once arrived, the doors will unlock. Please then go through a door to the pre-show area where a member of staff will greet you.

Guests are restrained by a lap bar that automatically lowers. Guests are required to be able to sit upright without assistance.



The ride contains multiple sensory elements. Prior to boarding there is a short film. Flashing and strobe lighting is used throughout. This ride is not suitable for people who suffer with motion sickness.

At the end of the cycle, lap bars will release and guests who used the stairs will exit towards the other side of the ride to the entrance. Guests who require the lift should remain seated until other guests have offloaded. Then, mobility aids can be brought adjacent to the ride and guests can return using the lift.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Shirts and shoes must be worn at all times



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age



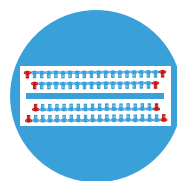
Guests must be a minimum height of 0.9m to ride



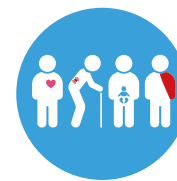
Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrills lap bars and brace against ride forces



There must be an adult seated at the end of each row. The ride seats 76 guests. Each bench accommodates up to 4 guests with 38 guests per each side of the ride gondola



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or suffering from epilepsy or dizziness, guests who are pregnant or recently had surgery

# LEGO® MYTHICA

## RIDE ACCESSIBILITY

- **Hydra's Challenge**
- **Fire & Ice Freefall**
- **Flight of the Sky Lion**
- **The Magical Forest**



# Hydra's Challenge

## Step Free Ride Access

**Queue Access:** Includes stairs

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access at both stations is via the Ride Access Pass entrance, which is located under the main entrance archway on the right-hand side.

There is no step free access. Wheelchairs can be left at the top of the Ride Access Pass entrance ramp. Access to the ride is then via a walkway and a set of stairs.

Please note: There are 15 steps from the platform to the ride.

There are no additional sensory elements to this ride.



The ride unit is a pod in which guests must stand with handrails on either side and a steering wheel in the middle. Each pod accommodates up to 2 guests with a maximum of 1 adult per pod. Access to the pod from the platform is via a metal bridge that lowers when the ride is stationary. There is a step down into the pod.

Wheelchairs cannot be brought onto the platform. Guests must be able to transfer into the unit with or without assistance of a guardian or carer. Mobility aids can be brought to boarding point.



Guests must be able to stand upright for the duration of the ride and brace against ride forces. There are no restraints on this ride. There is a safety bar which is lowered once guests are inside the pods. Due to the nature of the ride the pods may bump as they park at the end of the ride cycle. The ride is passenger controlled via a steering wheel to control speed.

Once the ride has come to a stop, the ramps will come down and guests can exit back via the stairs and exit pathway. Please note: There are 15 steps from the ride to the exit platform.

## Ride Restrictions



NO eating, drinking or smoking



NO umbrellas, cameras or loose items



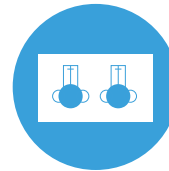
NO children on laps



Guests must remain standing at all times.



Adults must ride behind children in the pod.



Each pod accommodates up to 2 guests, maximum of one adult per pod



Shirts and shoes must be worn at all times



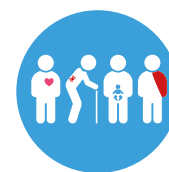
Guests must be a minimum height of 1.0m to ride



Guests under 1.3m must be accompanied by a responsible person over 16 years



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold onto handles/handrails/lap bars and brace against ride forces



# Fire & Ice Freefall

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the exit which is located to the left of the attraction.

Access to the ride is step free.

The ride unit is a seat which is boarded at ground level. There is no step up or down into the unit. Guests can take their wheelchair up to the boarding point and will need to transfer into the seat, either on their own or with the assistance of a guardian or carer. The wheelchair must then be stored in a suitable location away from the ride area for the duration of the ride cycle.



The restraint is a lap bar which is pulled down from above the guests head. There is a certain point at which the lap bars lock in and therefore the ride may not be suitable for larger guests.

Guests must be able to hold themselves upright for the duration of the ride and brace against ride forces without assistance.



There are no sensory elements or interactive controls on the ride. We recommend guests view the ride in motion and decide if it is suitable for them.

At the end of the ride cycle, restraints automatically unlock and guests can proceed to the exit to the left side of the booth. At this point guests can retrieve any wheelchairs or mobility aids to assist with transfer.

The exit pathway is step free.

## Ride Restrictions



NO eating, drinking or smoking



NO standing at anytime



NO umbrellas, cameras or loose items



NO children on laps



Guests must be a minimum height of 1.0m to ride.



Guests under 1.2m must be accompanied by a responsible person over 16 years



Shirts and shoes must be worn at all times



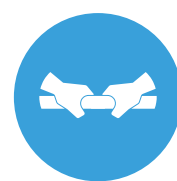
Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests are required to hold onto handles/handrails/lap bars and brace against ride forces



Each seat accommodates one guest.

# Flight of the Sky Lion

## Step Free Ride Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride Entrance which is the right hand queue line. All wheelchair users will be directed to seats on the ground floor of the building which is step free.

The ride unit is a seat with a retractable seatbelt. There is no step up or down involved and guests can have a guardian or carer assist them if required.

Wheelchairs can be taken to the boarding point and then stored in a suitable location during the cycle.



There is a designated bay on the floor where the wheelchair can be stored. A ride host can assist you with locating that bay and storing your wheelchair. If a wheelchair is too large for this bay, or there are multiple wheelchair users on a ride, additional wheelchairs can be stored outside the exit doors and retrieved by a ride host at the end of a cycle.

The ride restraints are seatbelts that secure across the lap. The seats have handrails on either side.



The ride contains multiple sensory elements. Prior to boarding there is a short film. The ride involves loud music, strobe/flashing lighting and motion simulation. This ride is not recommended for people who suffer from motion sickness and may not be suitable for guests with sensory needs.

At the end of the ride cycle, guests can release their own seatbelt by pressing the release button. Guests exit via the ride door on the opposite side of the building from the entrance. Wheelchairs can be brought back into the ride area to assist with exit. The exit pathway is step free.

## Ride Restrictions



NO eating, drinking or smoking



NO standing at anytime



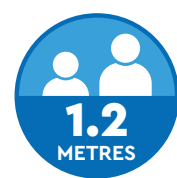
NO umbrellas, cameras or loose items



NO children on laps



Guests must be a minimum height of 1.0m to ride.



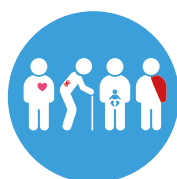
Guests under 1.2m must be accompanied by a responsible person over 16 years



Shirts and shoes must be worn at all times



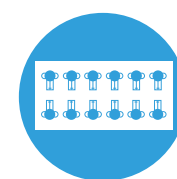
Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



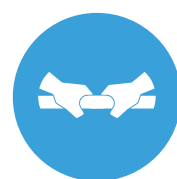
This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to sit upright with or without the assistance of a guardian or carer



Each gondola accommodates up to 12 guests, loading combinations apply, maximum one guest per seat.



Guests are required to hold onto handles/handrails/lap bars and brace against ride forces

# The Magical Forest

## Step Free Access

**Queue Access:** Ground Level

**Ride Access:** Transfer is at ground level



This is a walk-through experience, which has lots of LEGO® MYTHICA Models.

The entire attraction is wheelchair and mobility scooter accessible. Due to this, there is only one entrance which is used by all guests. This is listed as one of our queue-free attractions and so there is no Ride Access Pass entrance.

Overview of sensory elements to be aware of include the following; loud noises in the tunnel, strobe lighting, mist, and noise effects from the LEGO® models.



Despite being a queue-free attraction, it is not a quiet area; this is the tunnel to enter the Mythical Forest. It has sound effects which are relatively loud; and it also has light-up strobe effects.

The pathways within the Mythical Forest are narrow but can still fit a standard sized mobility scooter and wheelchair. The ground is all flat and accessible.



There are LEGO MYTHICA character models throughout, which can be touched and felt. There are also interactive aspects for which you will need a phone to access.

There are sound effects coming from the LEGO models and mist that comes from some of the models.

There is a small hump bridge through the Magical Forest, but this is still wheelchair and mobility scooter accessible.

## Attraction Restrictions



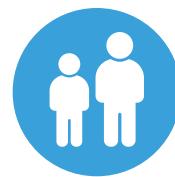
NO eating, drinking or smoking



NO running



NO climbing or standing outside of undesignated areas



Children must be supervised at all times by a responsible adult at least 16 years of age



Shirts and shoes must be worn at all times



# LEGO® NINJAGO® WORLD

RIDE ACCESSIBILITY

- **LEGO® NINJAGO® The Ride**
- **Destiny's Bounty**





# LEGO® NINJAGO® The Ride

## Step Free Ride Access

**Queue Access:** Is via a wheelchair lift

**Ride Access:** Transfer is at ground level



Ride Access Pass entrance is via the Reserve & Ride entrance which is the left hand option of the two queue lines. Please note: This entrance involves 24 steps to the ride platform. An alternative option for guests is to use the wheelchair lift. This is located in the right hand side of the LEGO® NINJAGO® Store which is to the left of the main entrance. To use the lift, follow the instructions above the call button which contains the lift code. The door will unlock when ready. Close the door once you are in the lift and press the platform button. Ride units are made up of a single bench that accommodates up to 4 guests. The ride contains multiple sensory elements. This ride is not recommended for children under three due to sound, smoke & lighting effects.



Once outside the lift please head straight and then take the door on the left. This is marked as the wheelchair entrance and merges with the Reserve & Ride entrance. Guests will enter a training room before reaching the front of the queue where staff will hand out 3D glasses and assign guests a row. Guests will need to transfer into the ride unit at the same level of the platform with or without assistance. If you require evacuation assistance, please tell a member of staff so they can assign you the back row which aids this. Guests with wheelchairs or mobility aids will be assigned the back row and devices can be taken adjacent to the ride unit to ease transfer.



Once transferred, mobility aids will need to be stored in a suitable location through the gate and can be bought back at the end of the ride cycle. Each ride has a lap bar that is lowered to a comfortable height. Guests are secured by sliding doors on both sides of the unit. The ride is interactive so guests will use their hands to motion over the sensors to activate the scoring system. The ride will return to the same station. Doors will unlock, and guests can push up the lap bar. Guests exit to the left via the stairs. Please note: There are 49 steps from the platform to exit. If unable to use the stairs, guests can retrieve their mobility aids and they will be directed to a door that leads through to a wheelchair lift, which leads to the shop.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



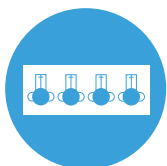
NO children on laps



Shirts and shoes must be worn at all times



Guests under the height of 1.2m must be accompanied by a responsible person at least 16 years of age



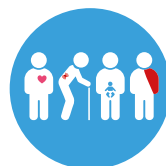
Each row accommodates up to 4 guests.



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to sit upright with or without the assistance of a guardian or carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold on to handles/handrails, lap bars and brace against ride forces

# Destiny's Bounty

## Step Free Ride Access

**Queue Access:** Is at ground level    **Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair Access is via the ride exit located to the left of the ride and to the right of the Cole's Rock Climb.

Access to the ride is step free.

The ride unit is made up of 6 rows, accommodating up to 4 people per row. There is a maximum of 8 adults per boat. Guests transfer up 2 steps into the ride unit through a narrow entrance way. Guests can transfer with or without assistance of a guardian or carer. The unit will remain stationary whilst transferring.



Wheelchairs or mobility aids can be bought adjacent to the ride unit to ease transfer. Once transferred, any devices will need to be moved to a suitable location and remain there for the duration of the ride cycle.

Please note: There is a narrow entry to the ride seat.

Guests are secured by a metal lap bar covering each row which is lowered by a staff member and locked. Guests will need to brace against ride forces using this. Each row has a magnetic door that will be secured by a ride attendant prior to the ride.



There are no additional sensory elements to this ride. This ride is not suitable for people who suffer with motion sickness.

At the end of the cycle, the boat will return to the same position it began in.

A ride attendant will unlock the lap bars once the ride comes to a stop. Any devices can return to the ride area and guests can exit the same way they entered the ride.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



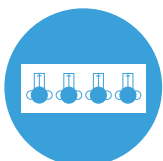
NO children on laps



Shirts and shoes must be worn at all times



Guests must be a minimum height of 0.9m to ride



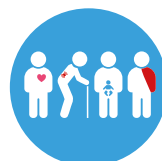
Each row accommodates up to 4 guests. Max 8 adults per ride



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to sit upright with or without the assistance of a guardian or carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests are required to hold on to handles/handrails lap bars and brace against ride forces

# PIRATE SHORES

## RIDE ACCESSIBILITY

- **Pirate Falls: Treasure Quest**
- **Jolly Rocker**
- **Spinning Spider**





# Pirate Falls: Treasure Quest

## Step Free Ride Access

**Queue Access:** Is at ground level    **Ride Access:** Transfer is below ground level



Ride Access Pass & Wheelchair Access is via the Reserve & Ride entrance which is to the left of the main queue line. At the front of the queue line, a ride attendant will direct you towards a boat. Entry onto the ride is via a moving turntable which due to the nature of the ride cannot be stopped. Therefore transfer must happen within 30 seconds. There is a maximum of 5 people per boat. Single riders will be asked to share a boat.



Guests may get wet on this ride. The step down into the boat is 60 cm. Wheelchairs cannot be brought onto the turntable. Other mobility aids are allowed. Guests must be able to transfer into the ride unit with or without assistance.

There are no restraints on this ride. Guests are asked to remain seated with hands and arms inside the boat and we advise to hold onto the handrails inside the boat for the duration of the ride.



At the end of the ride, the boat will return to the original turntable where guests must step take 1 small step up to the moving turntable and exit from the boat within 30 seconds. Guests can then follow the exit pathway.

The exit pathway is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



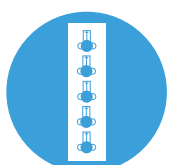
NO adults to ride in front of children in the boat



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests must be a minimum height of 1.0m to ride



Each boat accommodates up to 5 guests. Minimum of 2 guests per boat.



Due to a moving turntable guests must be able to get on and off in 30 secs as the ride cannot be stopped



Guests are required to hold themselves upright without assistance for the duration of the ride



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Shirts and shoes must be worn at all times



# Jolly Rocker

## Step Free Ride Access

**Queue Access:** Is at ground level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair Access is via the Reserve & Ride queue line. Guests will be met by a ride attendant who will assign them a row. They will be able to take any mobility aids up to the ride gates.

Guests must transfer up 2 steps into the ride unit with or without assistance from a guardian or carer. For the duration of the ride cycle, wheelchairs and mobility aids will need to be stored in a suitable location. A ride attendant can assist with this.



The ride unit is a ship that is made up of 9 rows. Each row accommodates up to 5 guests and must have a person over the age of 16 at the end of the row. Guests are required to sit upright without assistance for the duration of the ride. Please note: There is a narrow entry to the ride seat.

Guests are secured by gates at the side of the boat and lap bars that are locked for the duration of the ride cycle. Guests can use the lap bars to brace against ride forces.

There are no additional sensory elements to this ride.



Once the ride has come to a complete stop the lap bars will automatically release and the gates will unlock.

Guests should exit the ride the same way they entered and wheelchairs or mobility aids can be brought back into the ride area to assist with exit.

The exit pathway is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Shirts and shoes must be worn at all times



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



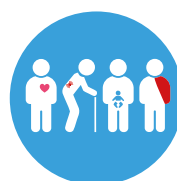
Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests must be a minimum height of 1.0m to ride



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to sit upright with or without the assistance of a guardian or carer

# Spinning Spider

## Step Free Ride Access

**Queue Access:** Is at ground level

**Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair access is via the Reserve & Ride entrance which is located to the left of the main entrance. Access to the ride is step free. There are narrow pathways with wheelchairs or mobility aids will be assigned a unit close to the entrance.

Ride units are round logs that accommodate up to 6 guests on a rounded bench. Guests must transfer over a step into the unit with or without the assistance of a guardian or carer. Please note: There is one small step into the ride.



Wheelchairs and mobility aids can be bought into the ride area, adjacent to their unit to ease transfer. Once transferred, the device must be removed and stored in a suitable place. Please note: There is a narrow entry to the ride seat.

There are no restraints on this ride. Guests are secured by doors locking to the wall of the unit. Guests are required to hold the central handrail to brace against ride forces.

There are no additional sensory elements to this ride.



The spin of the unit is controlled by those in the unit who must turn the central handrail if they desire to spin more. The ride has intense forces created by the spin and is not suitable for people who suffer with motion sickness.

At the end of the ride cycle, a ride attendant informs guests to unlock their doors and exit the ride returning to where they entered. There is a small step out of the unit. Wheelchairs and mobility aids can be returned to the ride area to assist with exit. The exit pathway is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



NO children on laps



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



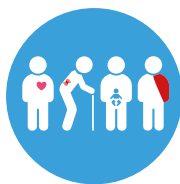
Guests must be a minimum height of 0.9m to ride



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



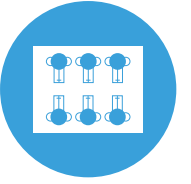
This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold themselves upright without assistance for the duration of the ride



Shirts and shoes must be worn at all times



Each log can seat up to 6 guests

# KNIGHT'S KINGDOM

## RIDE ACCESSIBILITY

- **The Dragon**
- **Merlin's Challenge**
- **Dragon's Apprentice**





# The Dragon

## Step Free Ride Access

**Queue Access:** Is via a wheelchair lift

**Ride Access:** Transfer is at ground level



The Dragon Wheelchair access is via a wheelchair lift located to the right of the main entrance. This lift will take you to the platform level. Exit the lift and turn right where you will merge with the main queue line before being greeted by a ride attendant who will assign you a row to go to.

The Ride Access Pass entrance is via the Reserve & Ride entrance located to the left of the main entrance on the outside of the castle. You will need to walk up a flight of stairs before being met by a ride attendant at the head of the queue line. Please note: There are 28 steps from the floor to the ride platform.



You will be able to take any mobility aids up to the row entrance but will then need to transfer into the ride unit with or without assistance of a guardian or carer. Mobility aids will need to be stored in a suitable location for the duration of the ride. A ride attendant can assist with this.

Children under 1.3m will need to sit on the left hand side of the row and are required to wear a seatbelt in addition to the lap bar which is lowered and secured into a fixed position. The ride contains multiple sensory elements. Flashing and strobe lighting is used throughout. There is also a dark area at the beginning of the ride.



If not accompanying a child, adults can sit on either side of the row. If accompanying a child, children must sit on the left hand side.

At the end of the ride, lap bars will automatically unlock. Guests must exit to the left side of the unit and via the stairs. Please note: There are 28 steps from the ride platform to the exit. If guests used the wheelchair lift, they will return back to the right side of the unit to any mobility aids they used and exit back via the wheelchair lift.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



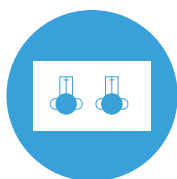
NO children on laps



Shirts and shoes must be worn at all times



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



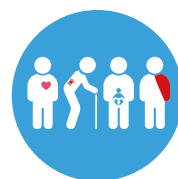
Children must sit on the left  
Max 2 guests per row



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to sit upright with or without the assistance of a guardian or carer



Guests must be a minimum height of 1.0m to ride



# Merlin's Challenge

## Step Free Ride Access

**Queue Access:** Is at ground level    **Ride Access:** Transfer is above ground level



Ride Access Pass & Wheelchair Access is via the Reserve & Ride entrance. Guests are able to take any mobility aids to the unit and then can transfer with or without the assistance of a guardian or carer. Once transferred any mobility aids must be moved to a suitable location.

Please note: Whilst the ride has step free access, the platform has uneven surfacing.



Ride units are small carts that have a maximum of 2 guests per unit and only 1 adult per unit who must sit on the left hand side.

Guests are required to sit upright without assistance for the duration of the ride. Guests are required to hold onto the lap bar and brace against ride forces.

There are no additional sensory elements to this ride.



Once the ride comes to a complete stop, the lap bars will be unlocked and guests can raise them and exit towards the platform. Guests should then follow the path round to the exit which is step free.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



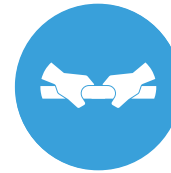
NO eating, drinking or smoking



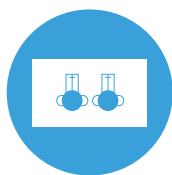
NO children on laps



Shirts and shoes must be worn at all times



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



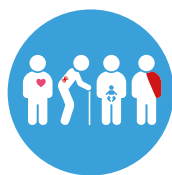
Each unit accommodates up to 2 guests. Max 1 adult per row. Accompanying adults must sit on the left hand side.



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold themselves upright without assistance for the duration of the ride



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age



Guests must be a minimum height of 0.9m to ride

# Dragon's Apprentice

## Step Free Ride Access

**Queue Access:** Is at ground level

**Ride Access:** Transfer is below ground level



Ride Access Pass & Wheelchair Access is via the Reserve & Ride entrance. Access takes guests over a narrow bridge to the platform. Guests are required to transfer into the ride unit with or without assistance of a guardian or carer. Wheelchairs and mobility aids can be taken to the ride unit to assist with transfer but then must be stored in a suitable location for the duration of the ride. The ride attendant can assist with this.



Children must sit on the left hand side of the ride unit. Guests under 1.3 metres must be accompanied by an adult over the age of 16.

Guests are secured by a lap bar which will be lowered and locked for the duration of the ride.

There are no additional sensory elements to this ride.



Once the ride has come to a complete stop, lap bars will be unlocked and lifted. Guests can exit to the right side of the unit and follow the pathway to the exit. The exit pathway is step free.

If guests have a wheelchair or mobility aid, they will exit on the same side they entered, retrieve their devices and exit back via the bridge.

## Ride Restrictions



NO standing at anytime



NO umbrellas, cameras or loose items



NO eating, drinking or smoking



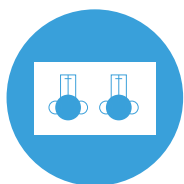
NO children on laps



Shirts and shoes must be worn at all times



Guests must be a minimum height of 0.9m to ride



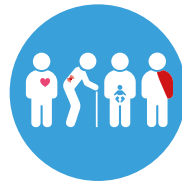
Max 6 adults per train.  
Max 2 Guests per row.  
Children must sit on the right hand side



Guests must be able to transfer in and out of the ride unit either on their own or with the assistance of their carer



Guests are required to hold on to handles/handrails lap bars and brace against ride forces



This ride is not recommended for guests with; back & neck problems, heart conditions, high blood pressure, broken limbs or pregnant guests



Guests are required to hold themselves upright without assistance for the duration of the ride



Guests under the height of 1.3m must be accompanied by a responsible person at least 16 years of age