

## Adventure Theme Park Ride Accessibility

### Terminology Definitions:

**Ambulatory:** the guest needs to be able to walk and climb steps to gain access to the ride.



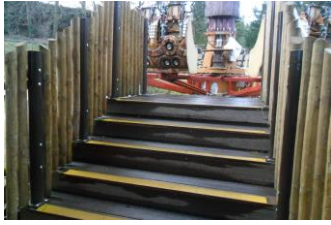

**Wheelchair Transfer:** access to the ride is level or via ramp, however there will still be an element of climbing into carriages or 1-2 steps onto the ride. Some rides will require assistance both into and out of the carriages, dependent on your mobility.









### Important notice:









**ALL GUESTS MUST BE ABLE TO SIT UP AND HOLD ON UNAIDED ON ANY RIDE.**








“Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides/attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides/attractions should we feel there is a danger to a particular individual or individuals for whatever reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety.”








### **BALPPA Statement on Public Safety for Disabled People**






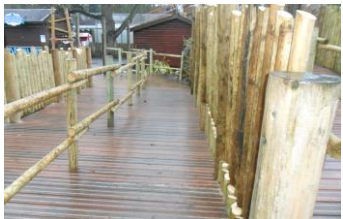

<b>African Big Apple Coaster</b>			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m accompanied	<b>Ambulatory</b> Guest will need to climb 6 steps to enter and descend 6 steps on exit.		
<b>Black Fly</b>			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.4m	<b>Ambulatory</b> Guest will need to climb 6 steps to enter and descend 6 steps on exit.		








Congo Carousel			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 0.8m if accompanied	<b>Ambulatory</b> Access is flat. Requires a climb up 2 steps onto the ride. Must be able to sit up and hold on unaided.		
Desert Convoy			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	<b>Ambulatory</b> Guest will need to climb 5 steps or use the exit ramp.		
There is level access to the ride via the exit ramp. It will require a step up onto the ledge (approx. 40cm from ground) and another step into the carriage (pictured).			
Dino Dashers			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.0m or 0.8m if accompanied	<b>Ambulatory</b> Access is flat. Max. weight of 165kg per carriage/1 adult only.		
There is level access to the ride. It will require a step up onto the ledge (approx. 40cm from ground) and another step into the carriage (pictured).			



Dr. Umboto's Catacombs			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	<b>Wheelchair Transfer</b> Guest can use the exit for flat access.		
There is level access to the ride via the exit. It will require a step up into the carriage, approx. 40cm from ground. <b>WARNING: Flashing lights.</b>			
Flying Lion Kings			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	<b>Wheelchair Transfer</b> Access is flat.		
There is level access to the ride. It will require a step up into the carriage, approx. 45cm from ground.			
Hurtling Hippos			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2 or 1.0m if accompanied	<b>Wheelchair Transfer</b> Access is flat.		
There is level access to the ride. It will require a step up into the carriage, approx. 50cm from ground. <b>CAUTION: Intense Ride</b>			

Jumbo Parade			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	<b>Wheelchair Transfer</b> Access is flat.		
There is level access to the ride. It will require a step up into the carriage, approx. 50cm from ground.			
Jungle Cat Dodgems			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	<b>Ambulatory</b> Access is flat. There is a step down onto the floor and onto the rides.  <b>CAUTION:</b> Intense ride.		
Jungle Jeeps			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 0.8m if accompanied	<b>Ambulatory</b> Access is flat. There is a step down onto the floor before steps onto the ride. There is ramp access to exit via the shop, 80cm door width and a ramp to exit the shop.		

<p>There is a 20cm step down from the platform, to the ground before the ride steps or a 25cm gap between the platform and ride step. It will require a step into the carriage, approx. 23cm from the ground and a 2<sup>nd</sup> step into the carriage, approx. 20cm. The carriage entry is 50cm across at the widest part.</p>			
Jungle Swings			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m	<b>Ambulatory</b> Guest will need to climb 6 steps to enter and descend 6 steps on exit.		
Kong			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m	<b>Ambulatory</b> Accessed via ramp and 1 step onto the ride. Seats are outward facing.		
Monkey Mayhem			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.4m or 1.2m if accompanied	<b>Ambulatory</b> Guest will need to climb 5 steps to enter and descend 5 steps on exit.		

Pirate Ship			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	<b>Ambulatory</b> Guest will need to climb 3 steps to enter and descend 3 steps on exit.		
Rescue Fire Rangers			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	<b>Ambulatory</b> Access is flat, ability to stand unaided required for all over 1.2m.		
Rhino Rollercoaster			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied	<b>Wheelchair Transfer</b> Accessed via ramp. Guests would need to grab onto handrails.		
There is level access to the ride. It will require a step down into the carriage, recessed below the decking & step back up to decking on exit. The access is narrow with the safety bars.			

Serengeti Gallopers			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 0.8m	<b>Ambulatory</b> Access is flat. Requires a climb up 2 steps onto the ride. Must be able to sit up and hold on unaided.		
Slippery Snake Ride			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 0.8m if accompanied <b>LONG SLEEVES MUST BE WORN</b>	<b>Ambulatory</b> Access to ride is flat. Guest will need to climb 30+ steps to the top of the slide.		
Venom Tower Drop			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.4m	<b>Wheelchair Transfer</b> Access is flat. Guests would need to grab onto handles.		
There is level access to the ride. There are no steps as seats are outward facing, at approx. 55cm from the floor.			

Zambezi Water Splash			
Height Restrictions	Accessibility	In Gate	Out Gate
Minimum 1.2m or 1.0m if accompanied by an adult (18+).	<b>Ambulatory</b> Guest will need to climb 8 steps to enter and descend 8 steps on exit.		

We suggest anyone wanting to use the rides at a quieter time, plan a later Safari Drive timeslot and visit the Safari Walk first or visit the Safari Drive first thing in the morning and the ride right on opening. The theme park opening hours vary across the year, generally they open anywhere between 10.30am-12.00pm, please see our online calendar for up to date opening times.

**QUEUES:** If a guest struggles with queues, we do have limited provision to allow queuing at the ride exit. Please speak to a staff member at the wristband office when collecting/purchasing your bands. We will only consider guests for this service who have been assessed by Nimbus Disability as having Standing/Queuing requirements, you will need to show your access card or Nimbus account details for our staff to check your access requirements.

If we are able to accommodate you at the ride exits, the supervisor will issue you with a sticker to pop on both wristbands. This will be on a 1:1 basis (guests awarded +2 essential companions can be accompanied on a 1:2 basis), on quieter days we may be able to allow the family group to go on together. Please note that there may still be an element of queuing and you may need to wait a cycle or two of the rides, the operator will load a number of guests who arrived before you onto the ride first where required.

**SENSORY:** If a guest is unable to wear their wristband, their adult companion can wear it on their wrist instead, our team will just write a brief clothing description on the band.

If a guest has **loose articles** they would like to wear on the rides, like ear defenders or a cap/hat, they must inform a member of staff at the Wristband Office, who will issue you with a sticker to denote the authorisation of the items on the ride. We cannot allow loose items on the ride unless you have been issued with this sticker.

**ESSENTIAL COMPANIONS:** are only allowed preferential access when accompanying a guest with a disability. Essential Companions will be responsible for communicating all safety information and are required to sit in the same gondola, boat, carriage seat or row as the disabled guest they are supporting.

On very rare occasions, rides may need to be evacuated. This can sometimes mean that guests will have to negotiate steps and walkways. In some cases, the companion will have to aid the staff in the evacuation of disabled guests.

**Height restrictions will always apply.** In some circumstances, it is possible for the management to measure a guest once to save time and still comply with the various height restrictions set at each ride. **All guests using our rides must be able to sit upright, hold on and brace themselves unaided.** Height restrictions are there in the interest of safety.

Some rides are unsuitable for those with heart, neck or back conditions and expectant mothers. We advise guests to view the rides and make a sensible decision whether it is safe to use them. Each ride has its own operating requirements that all guests using them must meet. The attendants' role should not be compromised.

You must wear appropriate clothing at all times. T-shirts and shoes must be worn by all guests wishing to ride. They must be worn at all times unless advised otherwise by the ride operator in the case of loose articles on certain rides.

Please visit our Accessibility Page for a full downloadable Accessibility Statement [here](#).