

RESORT ACCESS GUIDE 2016



THORPEPARK.COM

WELCOME TO THORPE PARK RESORT

INTRODUCTION

This guide is designed to assist our guests with special requirements to ensure you get the most out of your day and are able to enjoy as many of our attractions as possible. It has been produced to give you a full understanding of our attraction restrictions and the facilities that you may require. Please use this, along with the Ride Restriction boards to make an informed decision about the attractions you feel are suitable.

Merlin Entertainments Group takes a responsible approach with regards to policies and procedures for guests with a disability visiting our attractions. In this respect, all UK attractions work to a Group policy in order to maintain consistency of approach, and also to comply with the Equality Act 2010 (EA).

Each Merlin attraction has its own ride restrictions due to the differences in nature of the attractions; therefore you are required to consult the Resort Access Pass at each attraction when visiting.

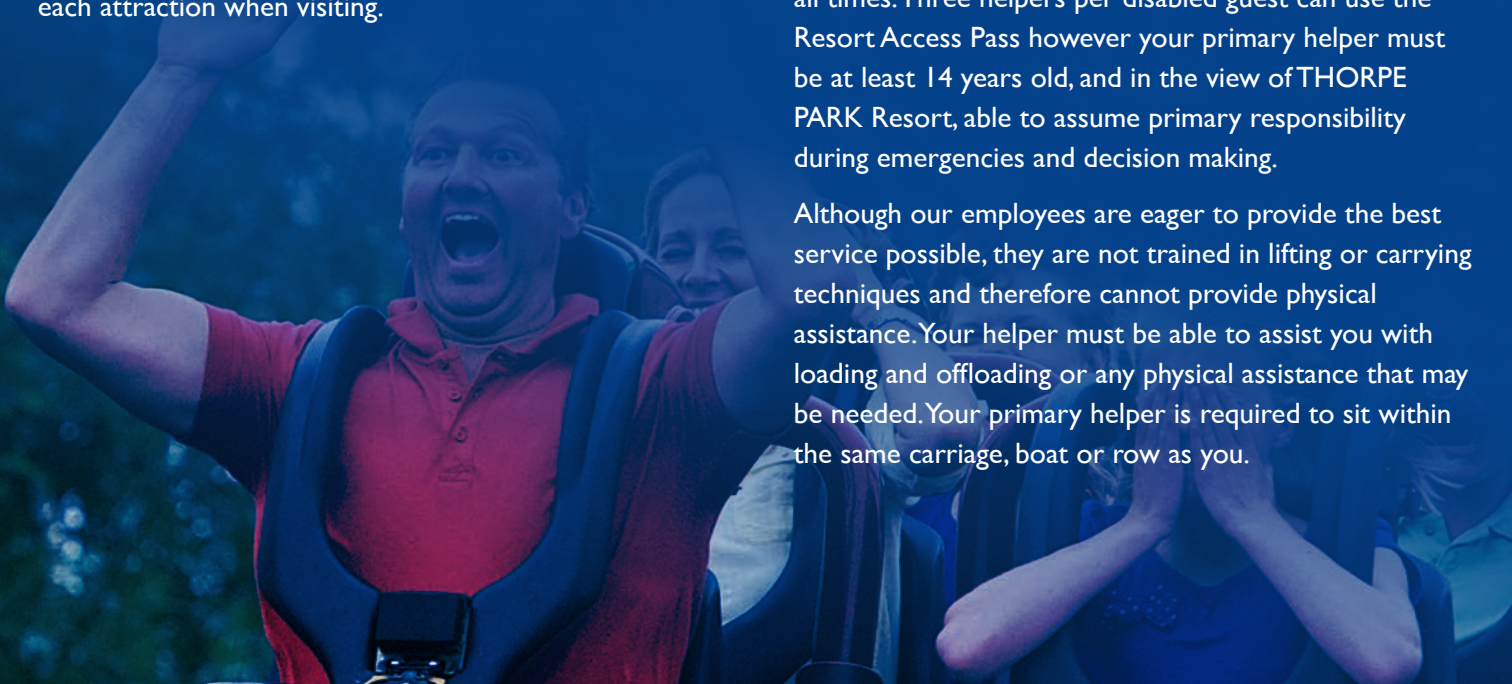
BALPPA STATEMENT

“Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides and attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides, should we feel there is danger to a particular individual or individuals, for whatever reason. We have been advised by the Health & 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.”

HELPER/COMPANION

In order to assist you around our Resort, we require an appropriate helper to accompany disabled guests at all times. Three helpers per disabled guest can use the Resort Access Pass however your primary helper must be at least 14 years old, and in the view of THORPE PARK Resort, able to assume primary responsibility during emergencies and decision making.

Although our employees are eager to provide the best service possible, they are not trained in lifting or carrying techniques and therefore cannot provide physical assistance. Your helper must be able to assist you with loading and offloading or any physical assistance that may be needed. Your primary helper is required to sit within the same carriage, boat or row as you.



RIDE ACCESS INFORMATION

RIDES HIGHLIGHTED IN GREEN ARE SUITABLE FOR BOTH AMBULANT AND NON-AMBULANT GUESTS.

RIDES HIGHLIGHTED IN RED ARE NOT SUITABLE FOR NON-AMBULANT GUESTS.



Guests must be able to brace themselves with their hands and/or feet and remain sitting in an upright position.



Unsuitable for guests with heart, neck, back condition, expectant mothers or those who have had recent surgery or injury.



These rides involve a complex evacuation procedure and may not be suitable for all guests.

Please check the restriction boards at the entrance of every ride, to make an informed decision before riding. Height, size and other safety restrictions also apply.

ATTRACTION	DISABLED ACCESS POINT	NOTES & RESTRICTIONS
AMITY BEACH	Main entrance	<ul style="list-style-type: none"> This area is for families with younger children only Wheelchairs are not permitted in the pools
ANGRY BIRDS 4D EXPERIENCE	Gates closest to the foyer entrance doors	<ul style="list-style-type: none"> This attraction appears dark in places and the show contains sudden noises, strobe lighting, seats moving and other special effects including water, so you may get wet This experience is suitable for ages 8 years and over Each show can accommodate up to four guests in a wheelchair Each guest must have their own seat Wheelchair users are able to stay in their chair, if they wish You are able to ride this attraction with a companion under the age of 14 We do strongly recommend that if you choose to ride this attraction without the assistance of a carer that remain in close proximity of the ride in the unlikely event of the ride needing to be evacuated
COLOSSUS	Ride exit	<ul style="list-style-type: none"> Wheelchair users must be able to transfer into the ride seat (with or without carers help) An evacuation chair is used to assist guests who are unable to walk unaided during an evacuation. This will require a transfer from the carriage onto the stairway, and a rotation of 180 degrees into the chair The helper must sit next to the disabled guests, they must be able to lift and transfer the disabled guest into the evacuation chair Height – min 1.4m Torso – max 51 inches
DEPTH CHARGE	Main entrance	<ul style="list-style-type: none"> Must be able to walk unaided The entrance has 12 steps and several ramped sections Height- min 0.9m, under 1.2m must be accompanied by 16+
DERREN BROWN'S GHOST TRAIN		ARRIVING THURSDAY 6 MAY
DETONATOR: BOMBS AWAY	Ride exit	<ul style="list-style-type: none"> This is a demanding ride; guests afraid of heights should not ride Please note; guests must have either one arm and two legs, or one leg and two arms in able to brace yourself Wheelchair users must be able to transfer into the ride seat (with or without carers help) Height – min 1.3m Torso – max 51 inches
FLYING FISH	Ramp located next to the exit bridge	<ul style="list-style-type: none"> Must be able to walk unaided In the event of an evacuation, the disabled guest must be able to climb down a small ladder unaided Height- min 0.9m, guests under 1.1m must be accompanied by 16+
PM A CELEBRITY... GET ME OUT OF HERE! MAZE	Dedicated entrance	<ul style="list-style-type: none"> This is a live interactive maze experience with features effects and show actors positioned throughout Effects include air; water; artificial fog and haze and lighting effects including strobe lights Some of the experience features dark area and challenges which may include uneven floors and confined spaces This experience for ages 8 years and over Due to the nature of this attraction, some area include physical activities such as ascending steep gradients, tight angles and an escape chute; therefore this attraction will not be suitable for guests who cannot walk or use mobility scooters Wheelchair guests are permitted to experience, however alternative routes are specially designed to accommodate this Suitable for ages 8 years and over

ATTRACTION DISABLED ACCESS VIA NOTES & RESTRICTIONS

KING PIG'S WILD HOG DODGERS

Fastrack entrance

- Guests must have full upper body strength including full control of the neck and head in order to brace against the ride forces
- Guests will need one arm and two legs to be able to brace themselves
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height- min 1.1m, under 1.3m must be accompanied by 16+
- You are able to ride this attraction with a companion under the age of 14
- We do strongly recommend that if you choose to ride this attraction without the assistance of a carer that the remain in close proximity of the ride in the unlikely event of the ride needing to be evacuated



MR MONKEY'S BANANA RIDE

Dedicated entrance

- 1 group per Banana cycle – must sit in row 3 or row 4
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height- min 0.9m, under 1.2m must be accompanied by 16+
- You are able to ride this attraction with a companion under the age of 14
- We do strongly recommend that if you choose to ride this attraction without the assistance of a carer that the remain in close proximity of the ride in the unlikely event of the ride needing to be evacuated



NEMESIS INFERNO

Ride exit

- A rider with one amputated foot or two amputated feet (below the knee), with or without prosthesis may ride, such rider has the ability to hold on with two functioning hands
- Please note; guests must have either one arm and two legs, or one leg and two arms in able to brace yourself
- Parts of the ride are in darkness and smoke effects are used
- Wheelchair access is not possible. The exit pathway is approx. 100 metres long, consisting of steps and ramped sections
- Guests must have a full upper body strength and must be able to lift themselves upwards whilst seated
- Guests must be able to walk minimum 25 metres
- The evacuation process requires guests to be able to navigate steep steps and/or transfer themselves from the ride car to the lift steps
- Height – min 1.4m
- Torso – max 51 inches



QUANTUM

Ride exit

- Must be able to walk unaided
- This ride exit/disabled entrance has 9 steps
- Guests must be able to brace themselves with their arms and legs
- Height – min 1.2m



ROCKY EXPRESS

Ride exit.

- Smaller guests should sit on the right hand side of the seat
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height- min 0.9m, under 1.2m must be accompanied by 16+
- You are able to ride this attraction with a companion under the age of 14
- We do strongly recommend that if you choose to ride this attraction without the assistance of a carer that the remain in close proximity of the ride in the unlikely event of the ride needing to be evacuated



RUMBA RAPIDS

Ride exit

- Must be able to walk unaided. The exit pathway is approx. 100 metres long, consisting of 34 steps and ramped sections
- Guests are required to use the courtesy phone at the exit of the ride before entering the queue line
- Guests must be able to board boats whilst in motion. Guests are expected to step onto a moving turntable and then quickly into the boat. The ride cannot be stopped for loading
- Due to the nature of this attraction, guests must have two hands to be able to brace themselves at all times
- Height- min 0.9m, guests under 1.1m must be accompanied by 16+



RUSH

Fastrack entrance/
wheelchair users:
Ride exit

- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height – min 1.3m
- Torso – max 51 inches



SAMURAI

Ride exit

- Please take advice from Ride Hosts regarding artificial limbs
- Once a Ride Host has been notified guests should wait at the bottom of the exit ramp, until asked to board. Please keep the ramp clear at all times
- Pods may lift whilst boarding
- Height - min 1.4m
- Torso - max 51 inches



SAW – THE RIDE

Fastrack entrance /
wheelchair users:
wheelchair access
lift by the exit

- Must be able to walk 25 metres, 70 steps unaided in case of an evacuation
- Guests needing to use the lift must use the intercom system to contact a member of the SAW team for assistance
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- The evacuation process requires guests to be able to navigate both narrow, spiral steps and or transfer themselves from the ride car to an evacuation platform on the lift
- Please note; guests must have either one arm and two legs, or one leg and two arms in able to brace yourself
- Height – min 1.4m
- Torso – max 51 inches



ATTRACTION	DISABLED ACCESS VIA	NOTES & RESTRICTIONS
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SLAMMER Fastrack entrance next to Slammer exit



- Please note; guests must have either one arm and two legs, or one leg and two arms in able to brace yourself
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height – min 1.4m
- Torso – max 51 inches

STEALTH Dedicated entrance/ wheelchair users: wheelchair access lift by the exit



- Must be able to walk unaided
- Please note; guests must have either one arm and two legs, or one leg and two arms in able to brace yourself
- Wheelchair users please use the courtesy phone near the ride exit before accessing the ride platform
- Guests must be able to brace themselves
- In the event of an evacuation, you must be able to lift and transfer yourself from the train and down a step ladder
- Height – min 1.4m
- Torso – max 51 inches

STORM IN THE TEA CUP Main entrance



- Guests must be able to brace themselves
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height- min 1.1m, under 1.3m must be accompanied by 16+

STORM SURGE Fastrack entrance



- Must be able to walk unaided
- A rapid transfer into the boat is essential
- This boat is a disorientating ride
- Guests must be able to brace themselves and remain seated at all times
- Height- min 1.1m, guests under 1.2m must be accompanied by 16+

THE SWARM Dedicated entrance



- Must be able to walk unaided
- Guests must be able to brace themselves
- Guest must have full upper body strength and must be able to lift themselves upwards whilst seated
- Helpers must be able to walk unaided or more including up or down steep stairs
- The evacuation process requires guests to be able to navigate steep steps and transfer themselves from the ride car to lift steps unaided
- Height – min 1.4m, max 1.96m
- Torso – max 51 inches

TIDAL WAVE Dedicated entrance (by Amity kebab)



- A rapid transfer into the boat is essential
- An evacuation chair is available to assist guests who are unable to walk unaided during an evacuation. This will require a transfer out of the boat down onto a metal walkway and a rotation of 180 degrees into the chair
- The helper must be able to lift and transfer the disabled guest into the evacuation chair
- Height – min 1.2m

VORTEX Ride exit



- Must be able to walk unaided
- Please note; guests must have either one arm and two legs, or one leg and two arms in able to brace yourself
- The helper should be able to lift/transfer the disabled guest from the raised seat down onto the evacuation platform
- Height – min 1.4m
- Torso – max 51 inches

WET WET WET Main entrance



- Must be able to walk unaided
- The entrance consists of 5 steps and several ramped sections
- Preferential and wheelchair access is not - available on this ride
- Can be accompanied on the cream slide ONLY
- Height- blue & green slides min 1m, under 1m must be accompanied by 16+

X Ride exit



- Must be able to walk unaided
- An evacuation chair is available to assist guests during an evacuation. This will require transfer from the train, onto the stairway and then into the chair
- The entrance and exits are ramped and dimly lit
- Height – min 1m, guests under 1.2m must be accompanied by 16+

ZODIAC Ride exit



- Please be aware the gondolas on the ride will tilt when boarding
- Wheelchair users must be able to transfer into the ride seat (with or without carers help)
- Height- min 0.9m, under 1.4m must be accompanied by 16+

HELPFUL INFORMATION

TICKET COLLECTION

When collecting tickets, please visit the Annual Pass building and use the dedicated disabled entrance. The team are also able to issue the Resort Access Pass from here, on receipt of the correct documents. If you need help to purchase your tickets, our Admissions team will be happy to assist. Disabled guests are entitled to a free helper ticket. A ticket will be provided on receipt of proof of entitlement, such as a blue badge, DWP letter or similar. Annual Pass Holders with a registered disability also have the option of a free helper pass. Please visit the Merlin Annual Pass Website or the Annual Pass building for more information.

RESORT ACCESS

When entering the Resort, please use the middle gates at the turnstiles which have a wider access point. If you require any assistance, our employees will be happy to help.

GUEST HELP & INFORMATION

Located in the lower dome, Guest Services should be your first port of call. The guest services team can offer advice on resort access and restrictions, issue wristbands and passes (conditions apply) and provide further information on available facilities.

RESTAURANTS & SHOPS

If you require any assistance when visiting any of our shops or restaurants, please feel free to ask for assistance from a staff member – we are happy to help! If you require detailed information on allergens, please ask at the food unit as they will be able to provide you with an allergen book.

WHEELCHAIR HIRE

Wheelchairs can be hired from the Annual Pass Building for a £50 cash refundable deposit. The number of wheelchairs we hold is limited and we cannot guarantee their availability. They will be issued on a first come, first served basis. Please note, wheelchair loss or damage, will result in the loss of your deposit.

ASSISTANCE DOGS

Assistance dogs are welcome in the Resort. For safety reasons, dog will not be able to accompany guests onto the rides. Assistance dogs may accompany their owner as far as the loading point, but please ensure they are left with another member of your group and not left unattended.

ANNUAL PASSES

Guests with a disability can obtain a transferable helpers Annual Pass, if you are able to provide evidence of your disability (e.g. blue badge or similar). To find out more, please visit the Annual Pass Building for further details, where there is a designated disabled entrance.

FIRST AID CENTRE

Located in The Lower Dome, we are able to cater for a number of special needs, including the cold storage of medicine.

TOILETS

All toilet locations around the Resort have access for guests with disabilities, and can be seen on the map with the symbol above. We operate the RADAR key system to access any of our disabled toilets. Keys can be hired from Guest Services for a £10 cash refundable deposit.

GUESTS WITH PROSTHESES

Most of our attractions are unsuitable for guests with prosthetic limbs; as if the limb becomes detached they would pose a significant risk. You may, therefore be asked to remove these on certain attractions. However, we will not request that Osseo integrated prosthetics be removed, as we understand these are fixed. Some rides may not be suitable for guests who have 2 or more prosthetic limbs due to specific attraction restrictions. Guests must have at least one upper and one lower extremity with good grip control and the ability to brace, to enable them to maintain the proper riding position.

BROKEN LIMBS & CASTS

All rides require guests to brace themselves, therefore guests with broken limbs or casts are not permitted to ride, for their own safety. Guests with casts are able to enjoy the following attractions: ANGRY BIRDS 4D Experience I'm A Celebrity... Get Me Out Of Here! Maze

RESORT ACCESS PASS

GUEST NAME

NUMBER OF HELPERS

DATE STAMP

AMBULANT / NON AMBULANT

For the following rides please pass this guide to a member of staff for authorisation and further boarding instruction: THE SWARM, STORM SURGE, SAW – THE RIDE, STEALTH, COLOSSUS, NEMESIS INFERNO, DETONATOR, RUSH, TIDAL WAVE, SAMURAI, VORTEX, RUMBA RAPIDS, X, KING PIG'S WILD HOG DODGEMS.

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- Each ride has strict operating requirements that all riders must meet. Please do not ask our staff members to break these because they are in place for your safety.
- Please note that three helpers (helpers can be interchanged throughout the day) can accompany a disabled guest onto our Rides and Attractions via the access stated above. Height, size and other safety restrictions also apply. These are displayed on the Park Map and on signage at the rides and should be read in conjunction with this guide.
- When going on a ride, you will be given a time for your next ride, which will correlate to the length of the main queue of the ride. This process will be repeated at all the rides detailed above. You are free to use all rides not detailed above without time restrictions.
- This access pass is only valid in conjunction with a valid wristband and permits one guest and three helpers access to the above attractions. You are permitted to take additional helpers (maximum of one full boat, train or car) on Storm Surge and Rumba Rapids.
- Users must adhere to all ride Resort terms and conditions. Misuse of this pass will result in confiscation without re-issue.

GUEST SIGNATURE

AUTHORISED