



RESORT ACCESS GUIDE

2019

WELCOME

Alton Towers Resort makes every effort to ensure that the Theme Park, our Accommodation, Waterpark and other facilities are accessible to as many of our guests as possible. This guide has been produced to give you a full and realistic picture of our attractions, and hopefully, along with general ride restrictions detailed on signage at the rides and attractions, will enable you to assess your own abilities and make an informed decision about which attractions you wish or are able to use.

BALPPA STATEMENT ON PUBLIC SAFETY FOR DISABLED PEOPLE

Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. However, certain rides/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 & 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. Please note, the provision of admission discounts and special access facilities is entirely at the discretion of Alton Towers Resort.

THEME PARK INFORMATION

PARKING

We offer a number of spaces on a first come, first served basis for those who have a Blue Badge identifying a mobility issue. We do ask that the owner of the blue badge be present in the vehicle when parking.

Parking is situated next to the main Admissions Plaza, alongside our Express Car Park, and is accessed via the Coach Park gate. Parking is charged per car. Please take advice from the car park attendant who will direct you to the correct space.

BUYING TICKETS / ENTERING THE THEME PARK

Guests who have the following documentation are entitled to one free carer ticket and a second carer at half price. However, the guest with the disability and any further members of their party will pay full price. Please show the relevant paperwork as well as suitable photo ID of the named recipient at the ticket kiosk when you buy or collect your ticket.

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 2 years).
2. Personal Independence Payment letter (dated within the last 2 years).
3. A current and valid Blue Badge.
4. Letter from GP or consultant (dated within the last 2 years) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

Unfortunately, we will not be able to issue carers tickets without seeing the above documentation as well as the recipients ID .

To purchase or collect tickets please join the main queue to the left of the Turnstiles. Should you require it there is a kiosk window which is set lower than the others to ensure comfort for all guests.

Guests who need to collect any kind of tickets and would also like to use our Ride Access Pass (see further specific section in this guide for more detail) can now have them issued at Admissions. If you have pre-registered or have the correct paperwork with you on the day then please join the main queue at Admissions and the team will assist.

If you are a Merlin Annual Pass holder or an Alton Towers Season Pass holder and require a RAP we recommend heading straight through the turnstiles and heading to the Resort Box Office to collect your RAP even if you have pre-registered or brought the correct paperwork with you on the day.

Wheelchair users and other guests who may need extra space should use the gates between the turnstiles as there is wider access.



Hearing LOOPS

At Admissions we have a mobile unit which can be used at any kiosk or window. If you or anyone in your party need to use this facility please speak to a member of staff who will be happy to assist.

ANNUAL PASS

Guests with additional needs can obtain an interchangeable carer's Annual Pass - please visit the Resort Box Office for further information.

If you are a Merlin Annual Pass holder or an Alton Towers Season Pass holder and require a Ride Access Pass we recommend heading straight through the turnstiles and heading to the Resort Box Office to collect your RAP even if you have pre-registered or brought the correct paperwork with you on the day.

GROUP VISITS

If you are coming as part of a larger group, or are bringing a group, please visit our website <https://www.altontowers.com/tickets/groups-7plus/> or for further assistance contact our Admin office on 01538 703344 and they will advise you on your best course of action.

GUEST SERVICES

Located on Towers Street, the Resort Box Office should be your first point of call. The team in there can offer advice on Resort access and restrictions, issue wristbands and passes (conditions apply) and provide further information on available facilities

RIDE ACCESS PASS/WRISTBANDS

We offer Ride Access Passes to Guests who may find it difficult, or cannot stand for long periods of time either because of physical disability or learning/emotional impairment.

There are certain conditions which we recognise for automatic eligibility for the Ride Access system, which comprises of a RED wristband and a Ride Access Pass and we will accept the following documentation as eligibility:

1. Disability Living Allowance or Attendance Allowance (DLA) award letter (dated within the last 2 years) showing that you receive the **higher rate mobility** component.
2. Personal Independence Payment (PIP) letter (dated within the last 2 years) showing that you receive the **enhanced mobility** component.
3. A current and valid Blue Badge.

If you believe that you are unable to stand in a queue line, and you do not have the required documentation, we are happy to arrange a Ride Access Pass upon presentation of a letter from your GP or Consultant on headed paper (dated within the last 2 years) which clearly states that you are unable to queue and why (we do not need a letter of diagnosis). This, or any of the documentation above, must be presented alongside valid photographic ID for the named recipient.

Our Guest Services team will do everything possible to ensure that your visit is as comfortable as possible. However, we are not in a position to assess individuals' abilities so we must insist that the letter from a medical professional states that you **are unable to queue and why**, rather than simply confirming your condition. This includes (but is not limited to) people with the following conditions:

- Guests with visual impairments
- Guests with hearing impairments
- Type 1 Diabetes (including pump users)
- Type 2 Diabetes
- Asthma
- Epilepsy
- Guests with neurological, behavioural, emotional & social difficulties, including Autism, ADD, ADHD, ASD, ODD etc.

Ride Access Passes are not automatically offered to guests who have a hearing or visual impairment unless they are in receipt of the higher rate DLA, enhanced PIP or they have a letter from their consultant. However, these guests should still ensure they go to the Resort Box Office on arrival to obtain a WHITE wristband which will ensure that staff can identify their needs and offer them full support, particularly in the case of an assisted exit or unusual circumstance.

For clarity, the Ride Access Pass places guests in a 'virtual queue' – they do not allow immediate and unrestricted access to rides. The mechanic is such that once you have completed your first ride your card will be marked with a time at which you can go on your second ride. The time will represent the current queue length from your first ride; this process will be repeated at each of the rides as you visit them. Once your card is completed you can return to the Resort Box Office for a new card. Rides that are not specifically covered by the pass may still be used and access will be via the exit. (the pass includes Peter Rabbit Hippy Hop, Wicker Man, Runaway Mine Train, Congo River Rapids, Go Jettors Vroomster Zoom ride, Get Set Go Tree Top Adventure, In The Night Garden Magical Boat Ride, Postman Pat Parcel Post, Octonauts Rollercoaster Adventure, Hex, Galactica, Nemesis, Spinball Whizzer, Rita, Oblivion, TH13TEEN and The Smiler)

Please note, given the number of people entitled to Ride Access Passes, you may still have to wait, and other queues (eg, Fastrack, Single Rider) may move more quickly. We cannot control this, nor can we allow more than one non-ambulant disabled guest on a ride at a time due to our emergency procedures.



Here are some examples of the RAP entrances which can sometime have their own entrance or can be via the ride exit:



We now provide the option to **pre-register online** for your Ride Access Pass. By visiting www.altontowers.com you can input your details and upload the relevant paperwork. This will allow the team to prepare everything for your arrival. Once your

application is confirmed you will receive a reference number that will then allow you to claim your Ride Access Pass without showing your documentation again at the

Alton Towers Resort, Chessington World of Adventures Resort and Thorpe Park Resort. When using your unique reference number you will also need to present valid photographic identification.

HELPERS

In certain situations (such as extreme weather conditions or temporary stoppages), it may be necessary for guests to take part in an assisted exit from a ride, possibly from the highest point. For this reason, the number of disabled people permitted on certain rides at any one time may be limited which means you may be asked to divide your party into smaller groups, and may experience a wait before you board.

Guests using the Ride Access Pass are required to have a **minimum of one** helper with them at all times, including on the rides, who must be able to assist the guest using the RAP with loading and offloading (including their transfer from wheelchair if necessary). Our ride hosts will give full instructions but they are unable to help with any lifting. For guests who are unable to walk unaided at least one helper over the age of 14 may be required to assist with ride download procedures. On occasions we can allow up to three helpers to ride

Outlined later in this document are a number of rides and attractions where the age of a Helper may be below the age of 14. This will be on some of our rides and attractions that are at ground level and are designed for our younger visitors. It is recommended that a helper over the age of 14 remains within close proximity to the ride or attraction.

Helpers must also be able to communicate any safety restrictions and messages, and assist with any assisted exits or unusual circumstances, which may involve the lifting and transfer of the disabled guest from the ride carriage into an evacuation chair at high level. Please ensure you are comfortable with any potential evacuation before deciding to ride. You can always speak to staff at the Resort Box Office or at the ride.

Helpers will not be issued with a wristband but we ask that they are present at the Admissions kiosk/Box Office with the disabled guest when the red wristband and Ride Access Pass is issued.

RIDE SAFETY

This guide contains extra information that may be relevant to guests with additional needs or disabilities, and it is in addition to general ride restrictions (including height, size and loose item restrictions) that are applicable to all guests. These are detailed on information boards at the entrance to the ride queues, and it is the responsibility of all guests to check these before deciding to ride.

Several rides (including all of the 'thrill' rides) are unsuitable for guests with heart, neck, or back conditions, or if you are pregnant, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions. Some of our

attractions do not allow guests wearing plaster casts to ride as these can cause issues with containment systems and during evacuation. On many of our rides, guests will need the ability to brace themselves in an upright position. These restrictions apply to most rides and are detailed on signage at the ride entrances where they are applicable. All rides require guests to keep their arms and legs inside the ride carriages, and remain seated at all times.

Not all rides are suitable for all guests. Each ride has strict operating requirements that all riders must meet. Please do not ask our rides hosts to break these rules as they are in place for your safety.

As well as taking note of the ride restrictions, we strongly suggest that you watch our rides in motion before making a decision on whether to ride.

Here are some examples of ride restraints. Test seats are located outside the following rides:

Rita, Oblivion and Galactica



GUESTS WITH PHOTO-SENSITIVE EPILEPSY AND SIMILAR CONDITIONS

Please be aware that we have a number of photo opportunities across the Resort. **Here is a list of rides that have on-ride photography which will include photo flash:**

- Wicker Man
- The Smiler
- Oblivion
- Rita
- Thirteen
- Nemesis
- Galactica
- Spinball Whizzer
- Runaway Mine Train
- Congo River Rapids
- Postman Pat Special Delivery Service
- Octonauts Rollercoaster Adventure

There are also a number of attractions that have theatrical/show/strobe lighting and/or flash photography:

- Duel - The Haunted House Strikes Back
- Hex
- Cbeebies Land Photo studio
- Furchester Hotel Live show
- Sharkbait Reef by SEA LIFE has a single photo point in the queue line. On less busy days this may not be in operation. Please check with the staff member on the entrance who will be able to assist
- Rollercoaster Restaurant

Rides and attractions 2019:

NEW Alton Towers Dungeon:



You'll be screaming with laughter whilst being sentenced by the Bishop of Stafford, before being condemned to a traitors boat ride down the Black River.

In these dark chambers, try to survive the plague, and endure humiliation as well as pain at the hand of the Torturer.

If you escape... stop at the local tavern, known to be one of Dick Turpin's hideouts, he may even shoot by! Then visit the Witch of Burslem's cottage... to come face to face with her ghost! Miss it and you'll be GUTTED!

ACCESS

For wheelchair users:

Wheelchair users are able to enjoy the full attraction including the boat ride as long as they are able to transfer into a boat. The guests wheelchair will be brought to offload so when guests alight their wheelchair will re-join them.

Guests who are not able to transfer will be able to by-pass the boat ride via a separate passage and re-join their group.

Due to safety reasons we will only be able to allow one wheelchair user per group to experience the Dungeon.

For those with other mobility impairments:

We are a 45 minute walking experience and guests are required to stand for a majority of it although the attraction is all on one level so there are no steps throughout

Seating is available in some shows, but due to the nature of the attraction and the demographic of groups we cannot guarantee priority seating

Each show has space for one guest using a wheelchair so a restriction of one wheelchair user per group will operate

For those with autism and other neuro-diverse conditions:

We are not a scare attraction or a horror maze.

We are a highly sensory experience with dark spaces, loud noises, flashing lights, pungent smells and jump scares

At any point, during the tour, feel free to let a member of staff know if you or a member of your party needs to leave or take some time out

NEW Rides Restrictions table



Ride Restrictions

	Thrill Rides							Laughs and Frights										Young Fun				CBeebies Land																							
	Wicker Man	The Smiler	Galactica	Oblivion	Nemesis	Rita	TH13TEEN	The Alton Towers Dungeon	The Blade	Enterprise	Duel	Runaway Mine Train	Congo River Rapids	Battle Galleons	Marauder's Mayhem	Spinball Whizzer	Hex	Skyride	Sharkbait Reef by SEALIFE	Heave Ho!	Frog Hopper	Galloping Carousel	Cuckoo Cars Driving School	Octonauts Rollercoaster Adventure	Mr. Bloom's Allotment	Something Special Sensory Garden	Big Fun Show Time	Justin's House Pie-O-Matic Factory	Numtums Number-Go-Round	Tree Fu Tom Training Camp	In the Night Garden Magical Boat Ride	Postman Pat Parcel Post	Charlie & Lola's Moonquitters and Green Drops	Get Set Go Tree Top Adventure	Go Jetties Vroomster Zoom Ride	The Furchester Hotel Live	Peter Rabbit™ Hippy Hop								
Height Restricted	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●				●	●	●	●	●				●	●	●	●				●	●	●	●		●	●		●		
Wheelchair users must be able to transfer unaided	●	●	●	●	●	●	●						●			●							●																	●					
Wheelchair users must transfer – with assistance								●	●	●	●	●	●	●	●	●				●	●	●									●	●					●	●						●	
Must be able to brace with hands/feet and remain upright unaided	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●			●	●	●	●																			●	●		●
Not suitable for guests with more than one missing limb	●		●	●	●	●	●		●	●		●	●			●											●														●				
Can ride with prosthetic limbs provided they are attached securely and you can brace yourself	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●			●	●	●								●															●
Leg amputations or missing limbs must not be above the knee (For Galactica must be at the knee)	●		●			●	●									●											●															●			
Only certain areas wheelchair accessible																	●										●	●																	
Not suitable for partially sighted/blind guests																						●																							
Must be able to grip with both hands and walk 25 metres unaided		●																																											
Requires helper over the age of 14 years	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●	●		●				●				●		●	●						●	●	●					●	

● Dot indicates where restriction applies.

ASSISTANCE/GUIDE DOGS

Assistance/guide dogs are welcome in the Theme Park but unfortunately, they will not be able to accompany guests onto any of the rides. They will be allowed as far as the loading point where they must be left with a member of the party – they must never be left unattended anywhere in the Theme Park.

Attractions such as Sharkbait Reef by Sea Life, Furchesters Hotel Live, Mr Bloom's Allotment and Big Fun Show Time would allow full access to assistance/guide dogs. For further information please speak to staff in the Resort Box Office.

WHEELCHAIR HIRE

A limited number of wheelchairs are available for hire from the Resort Box Office on a first come, first served basis. A £20 refundable deposit is required and a rental charge of £10 applies to guests who cannot show documentation confirming their eligibility. We also have a limited number of slightly wider wheelchairs for fuller bodied guests.

Wheelchairs are subject to availability so we would suggest that guests who need a wheelchair to travel around the Theme Park bring their own for ease and certainty. Please note, due to the very hilly nature of our site which can make powered buggies very unstable. Please take extra care when using them and speak to a staff member in the Resort Box Office for further information.

EAR DEFENDERS

We now offer a small number of ear defenders for children and adults that can be hired on the day for £20 refundable deposit. The children's ear defenders are suitable for children from 6 months up to 16 years of age.



TOILETS

All toilets across the Resort have access for guests with wheelchairs or additional needs and can be seen on the map with this symbol:



We are also proud to have a new 'Changing Places' on the theme park located at X-sector as well as slightly smaller 'Space to Change' located in Fountain Square, both are situated by the main toilet block and they can be seen on the map with this symbol:



Please note: access to the changing facilities will require a **RADAR key** which, if you don't have your own, can be collected on loan at the **Resort Box Office**. **A deposit will be required.**

Both offer full changing facilities including a height adjustable bed, a tracking hoist and plenty of space.



All New Changing Places
at Alton Towers Resort

HEARING LOOPS

Hearing loops can be found at Admissions and the Resort Box Office. Look out for the symbol. Both areas have a mobile unit so if anyone in your party needs this facility please speak to a member of staff who will be happy to assist



FIRST AID CENTRE

Located at the bottom of Towers Street next to the Towers Street Skyride Station, we have a range of facilities including cold storage for medicines.



RESTAURANTS & SHOPS

If you require any assistance when visiting any of our shops or restaurants, please feel free to ask for assistance from one of our employees who will be happy to help. Menus for all of our main restaurants are available to view on-line so please check in advance of your visit if you have special dietary needs.

THE GARDENS AND THE TOWERS

The Gardens and the Towers are steeped in history and are both Grade listed. There are steep paths, many steps and water edges that make some areas of the gardens

inaccessible however there are some paths which do offer beautiful views and access to the front of the newly renovated conservatory.. Please ask at the Resort Box Office for further information.



ACCOMMODATION, WATERPARK, SPA AND EXTRAORDINARY GOLF

NEW FOR 2019 Stargazing Pods



Set around a village green the minimalistic themed pods are perfect for families, couples and friends. In the evening as the night sky emerges seek out one of the telescopes to see the stars above. Will you discover some of the Resort's own constellations?

Themed in a minimalistic style Alton Towers Stargazing Pods are located a stones throw away from the theme park set around a village green area perfect for outdoor play. Each Pod sleeps maximum of 4 with 1 double bed and 2 single beds inside. This unique accommodation is in a camping style with the toilet, shower, baby change and accessibility facilities all located in a facilities block in the pod camp. This includes accessible toilets and showers.

The Enchanted Village accessible accommodation is a woodland lodge – see details below



Deaf and hard of hearing guests are able to collect a device from Reception that will vibrate and light up in the event of a fire alarm activation

ALTON TOWERS HOTEL



There are six accessible parking bays for guests at the front of the Alton Towers Hotel; these are available to Blue Badge holders and complimentary when staying in the hotel. There are nine rooms in the Alton Towers Hotel which have been specifically designed for non-ambulant guests

- 7 x Explorer rooms, of which six of these interconnect
- 2 x Artic Explorer rooms

Each of these rooms has the following facilities:

- 1 x double bed
- 1 x single bed
- pull alarm cords in both the bathroom and bedroom
- handrails in the bathroom
- widened doorways
- lowered fixtures/ fittings.

There is an accessible toilet available in the public area of Alton Towers Hotel, this has lowered fixtures and fittings, with grab rails and pull alarm cords. The hotel has two lifts which cover all floors of the hotel.

Deaf and hard of hearing guests are able to collect a device from Reception that will vibrate and light up in the event of a fire alarm activation

Getting about:

It takes about 10 minutes to walk from the Alton Towers Hotel to the monorail station for access to the theme park and about five minutes to walk to the Splash Landings Waterpark. There is an inside, step free, walkway to get to the Splash Landings Hotel. Alton Towers Hotel restaurant and bar area.



Alton Towers Hotel lift



SPLASH LANDINGS HOTEL



There are eight accessible parking bays for guests at the side of the Splash Landings Hotel; these are available to Blue Badge holders and complimentary when staying in the hotel.

Accessible rooms

There are

- 9 x accessible rooms in the Splash Landings Hotel that sleep three people (one double bed and one single bed)
- 2 x that sleep six people (one double bed, one double sofa bed and bunk beds). Some of these rooms interconnect with standard family four rooms, so are able to provide more space.

As well as the other features of the rooms in the Alton Towers Hotel, they also have accessible shower facilities (no baths are installed in these rooms).

Deaf and hard of hearing guests are able to collect a device from Reception that will vibrate and light up in the event of a fire alarm activation

Getting about:

It takes about five minutes to walk from the Splash Landings Hotel to the monorail station for access to the theme park and about five minutes to get through to the Alton Towers Hotel. There is an inside, step free, walkway to get to the Alton Towers Hotel. Splash Landings hotel reception area and accessible toilet



Splash Landings lift



ENCHANTED VILLAGE



There is accessible parking available, both outside reception and by the accessible lodges. A barrier will need to be lowered to let your car into the Enchanted Village, please ask at reception. There is also accessible parking available for our luxury treehouse, Oakwood. These are available to Blue Badge holders and complimentary when staying in the hotel.

The Enchanted Village has

- 8 x specially adapted Lodges that will accommodate non-ambulant guests.

Each of these Lodges has

- 1 x double bed (standard size)
- 2 x single bunk beds
- 1 x single truckle bed
- Wet room
- Pull alarm cords in the bathroom and bedroom
- step free access and widened door ways.

One of our luxury Treehouses has also been adapted with a ground floor bathroom and bedroom; the bathroom in this property has a low sided bath with a transfer area. Facilities include pull alarm cords in the bathroom and bedroom, step free access and widened front and bathroom doors.

Deaf and hard of hearing guests are able to collect a device from Reception that will vibrate and light up in the event of a fire alarm activation

Getting about

It takes roughly fifteen minutes to walk from the Enchanted Village to the monorail station for access to the theme park and about ten minutes to walk to the Splash Landings Hotel for access to the water park.

CBEEBIES LAND HOTEL



There are five accessible parking bays for guests at the front of the CBeebies Land Hotel; these are available to Blue Badge holders and complimentary when staying in the hotel.

There are

- 4 x accessible rooms available (two family rooms that sleep five and two larger suites, which sleeps seven).

The family rooms have

- 1 x double bed (standard size)
- 2 x single bunk beds
- 1 x truckle bed

The suites have

- 1 x double bed (standard size)
- 2 x single bunk beds
- 1 x truckle bed
- 1 x double sofa bed

Facilities include

- pull alarm cords in both the bathroom and bedroom
- handrails in the bathroom
- widened doorways
- lowered fixtures/fittings. The CBeebies Land Hotel rooms **all** come with a cot, bottle warmer and step stool.

Deaf and hard of hearing guests are able to collect a device from Reception that will vibrate and light up in the event of a fire alarm activation

Lifts

The CBeebies Land Hotel is designed to help children learn and explore through sensory features, bright colours and lots of inclusive entertainment. The lifts have light and sound features that can be **turned off** if required.



Getting about

It takes about **ten minutes to walk** from the CBeebies Land Hotel to the monorail station for access to the theme park and about five minutes to walk to the Splash Landings Waterpark.

Musical Meadow entertainments area and bar



CBeebies Land Hotel disabled parking bays



Hotels General

All the hotels have step free access, multiple lifts are found in each reception area. All restaurants, bars, shops and games rooms are accessible from the lifts. All the hotels have accessible public toilet facilities.

The staff are always available at reception should you have any queries or concerns.

Access onto the theme park rides

Our Reception teams will be able to advise you on ride access and any restrictions. Guests, who, due to the nature of their disability, are unable to use the standard queue lines, may be eligible for a Ride Access Pass.

For further information, please see notes in the 'Ride Access Pass' section (Theme Park information).

Assistance and guide dogs

Assistance/guide dogs are welcome in the accommodation but please tell us in advance so we can allocate the most appropriate room for you. Upon arrival, please advise Reception of any additional requirements and they will endeavour to accommodate these where possible.

Wheelchair hire

A limited number of wheelchairs are available for hire providing they have been pre-booked from our Reception areas. A £20 refundable deposit is required and a rental charge of £10 applies to guests who cannot show documentation confirming their eligibility to guests who are not disabled or who cannot show proof of their disability. We would suggest that guests who need a wheelchair to travel around the accommodation bring their own for ease and certainty.

We are able to charge mobility scooters, please ensure you tell us when you make your reservation so we can accommodate this.



Deaf/Hearing-impaired guests

Portable induction loops which can be used around the accommodation to assist you further are available at our hotel Receptions.

Vibrating pagers are available from Receptions to guests who are deaf or hard of hearing. These will be activated in the event of fire alarm activation or other emergency requiring guest evacuation of the hotel.



Special dietary requirements

The Hotel restaurants serve a wide range of top quality cuisine to suit all palates and menus can be found on-line.

Please inform us when booking your stay at the hotels of any special dietary requirements so that we can make sure that we can provide for your specific needs.

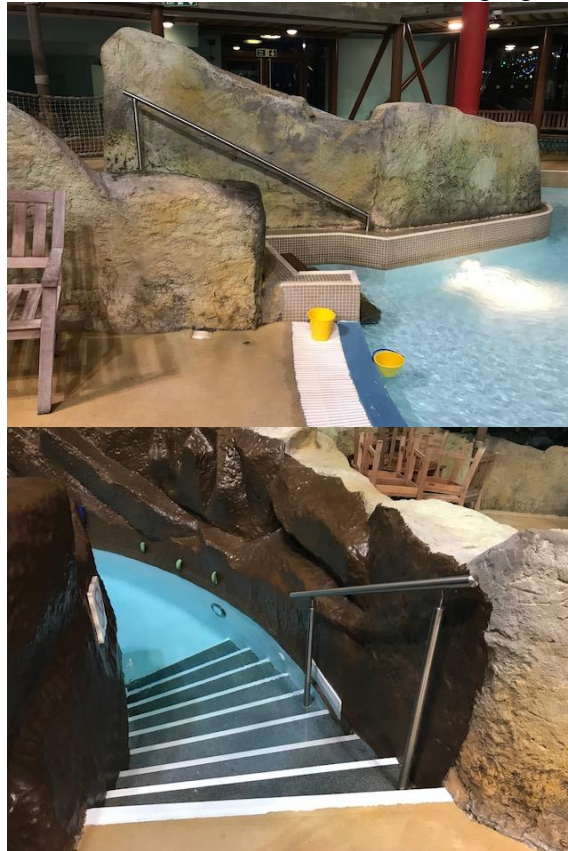
Assistance in the event of an emergency

Upon arrival at the accommodation, please make Reception aware of any additional assistance that you may require in the rare event of an emergency at any time throughout your stay. They will ensure that these needs are met in the event of an emergency.

SPLASH LANDINGS WATER PARK



The water park is on the ground floor of the Splash Landings Hotel, fully accessible via the lifts in the hotel. A hoist is available to gain access to the outdoor pools and hot tub, please speak with the waterpark reception team if you require this. There is a changing place, accessible showers and toilets in the changing area.



Splash Landings Waterpark grab rails

ADMISSION RATES

Guests who have the following documentation are entitled to one free carer ticket. However, they and any further members of their party will pay full price. Please show the relevant paperwork at the Waterpark reception when you buy or collect your ticket.

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 2 years).
2. Personal Independence Payment letter (dated within the last 2 years).
3. A current and valid Blue Badge.
4. Letter from GP or consultant (dated within the last 2 years) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

ASSISTANCE/GUIDE DOGS

Assistance/guide dogs are not allowed in the Waterpark. However, helpers can assist guests who are visually impaired around the Waterpark.

WATERPARK ACCESS

The Waterpark is based on the ground floor of Splash Landings Hotel with lift access from all floors. Access to the Waterpark is through the main changing rooms, which has a fully accessible shower area and toilet facilities. In accordance with national swimming pool standards, children under 10 years of age must be accompanied by a responsible adult (i.e. 16 years of over) and the following child: adult supervision ratios must be observed at all times:

- Children aged 5 to 9 years must be supervised 2 children: 1 adult
- Children aged 4 and under must be supervised 1 child: 1 adult

ACCESS TO WATER SLIDES

All the waterslides are accessed via a set of steps. The water slides each have their own restrictions which have to be adhered to at all times. Anyone who can access the take-off areas and comply with the slide restrictions can use the various water slides. All our water slides display information on general slide restrictions at the entrance point and it is the responsibility of all guests to check these prior to entry.

Not all water slides are suitable for all guests depending on an individual's ability, and each has strict operating requirements that our employees have to follow for health and safety reasons. Please do not ask our employees to break these rules – they are there for your safety and the safety of others. Guests should use their discretion when deciding whether or not to go on a slide and we suggest that you watch the slide and exit pool area before making a decision.

ACCESS TO POOLS AND FEATURES

Areas accessible with a wheelchair:

- Lagoon Bay pool area has a beach landing
- Little Leak children's pool
- This Lagoon Bay pool area is also connected to the Lazy River.
- The Wacky Water Works lower level is accessible by wheelchair, where there are several water features including the landing area for the massive Tipping Bucket

Areas accessible via our hoist for non-ambulant guests:

- Bubbly Wubbly is a hot whirlpool located outside

- The Bottom Flash Flood swimming area

HELPERS

For safety reasons, the number of disabled people permitted on certain attractions at any one time may be limited so you may be asked to divide your party into smaller groups, and may experience a wait before you are able to use the attraction. For safety reasons, guests with disabilities are required to have at least one helper over the age of 14 accompany them onto the attractions. Helpers will not be issued with a wristband but must be present at the Waterpark Reception with the disabled guest when the Wristband is issued. Helpers must also be able to communicate any safety restrictions and messages, and assist with any assisted exits or unusual circumstances, which may involve the lifting and transfer of the disabled guest from the ride carriage into an evacuation chair at high level. Please ensure you are comfortable with any potential evacuation before deciding to ride. You can always speak to staff at the Resort Box Office or at the ride.

RIDE ACCESS WRISTBANDS

There are many medical conditions that may require additional thought and planning by a guest coming to the Alton Towers Resort, and we will do our best to respond to requests for additional access compassionately. However, to ensure that our ' Ride Access' wristband remains beneficial for those who rely on it, our Waterpark team must see certain documentation before they are able to arrange it.

There are certain conditions which we recognise for automatic eligibility for the Ride Access wristband, and we will accept the following documentation as proof of this eligibility:

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 2 years) showing that you receive the higher rate mobility component.
2. Personal Independence Payment letter (dated within the last 2 years) showing that you receive the enhanced mobility component.
3. A current and valid Blue Badge.

These guests will receive a RED wristband. If you believe that you are unable to stand in a queue line for any other reason, we are happy to arrange Ride Access upon presentation of a letter from your GP or Consultant on headed paper (within the last 2 years) which clearly states that you are unable to queue (we do not need a letter of diagnosis) and why. This, or any of the documentation above, must be presented alongside valid photographic ID for the named recipient.

Our Waterpark team will do everything possible to ensure that your visit is as easy as possible. However, we are not in a position to assess individuals' abilities so we must insist that the letter from a medical professional states that you are unable to queue and why, rather than simply confirming your condition. This includes (but is not limited to) people with the following conditions:

- Guests with visual impairments
- Guests with hearing impairments
- Type 1 Diabetes (including pump users)
- Type 2 Diabetes
- Asthma
- Epilepsy
- Guests with neurological, behavioural, emotional & social difficulties, including Autism, ADD, ADHD, ASD, ODD, Tourette's Syndrome etc.

All bands will be issued by the Waterpark Reception team on purchase of the tickets. For clarity, the Ride Access Pass places guests in a 'virtual queue' – they do not allow immediate and unrestricted access to the water rides. The mechanic is such that once you have completed your first ride your wristband will be marked with a time at which you can go on your second ride; this process will be repeated at each of the rides as you visit them.

Ride Access wristbands are not offered to guests with hearing or visual impairment unless they are in receipt of the higher rate DLA, enhanced PIP or they have a letter from their consultant. However, these guests should still ensure they go to the Reception area and collect their GREEN wristband which will ensure that team members can identify their needs and offer them full support, particularly in the case of an emergency.

Given the number of people entitled to these passes, there may still be a wait before boarding a ride.

ATTRACTION RESTRICTIONS

RUSH & RAMPAGE

The entrance to this slide is via a flight of stairs. This is a demanding gravity fall slide which for safety reasons may not be suitable for some guests depending on the individuals ability. Riders must be able to swim and brace themselves in an inflatable tube in an upright seated position. The ride terminates in a splashdown pool, which is at a lower level and remote from the take-off position.

Height restriction: min 1.1m

MASTERBLASTER

The entrance to this slide is via a flight of stairs. This is an intense water rollercoaster which involves riders being propelled upwards on water jets as well as downward gravity fall sections. If the ride has to be stopped, the emergency process requires you to walk through the slide to an evacuation point at the end of the ride. For this reason, the ride

is not suitable for you if you use a wheelchair, or if you are not able to swim or brace yourself in an inflatable tube in an upright seated position. The ride terminates in a splashdown pool, which is at a lower level and remote from the take-off position. Height restriction: min 1.1m. A max combined passenger weight limit of 133 kilograms (21 stones) applies where a double inflatable tube is used.

FLASH FLOOD SLIDES

The entrance to this slide is via a flight of stairs. These five outdoor slides are connected by three pools at different levels. All slides are body slides (no tubes are permitted outdoors) and you must be able to adopt a horizontal feet first position for the duration of the descent.

Height restriction: No specific height restriction applies to these slides but riders must be strong swimmers or wear buoyancy aids given that the slides all terminate into splashdown pools.

HOT TUBS (WATERPARK AND SPA)

Guests who are obese or who have a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a doctor before using any hot tub.



Hoist and changing place available in the Splash Landings Waterpark



A water wheelchair and hoist available for easy access into the water park

ALTON TOWERS SPA



Access to the Spa and treatment rooms is limited, please contact the Spa directly on 01538 704632 (extension 78) for more information on what service and treatments are available. Please note that some treatments may not be suitable so please check in advance if there is something specific that you require. A hoist for the pool is available, should you require this please speak with the Spa reception team.

EXTRAORDINARY GOLF



The 18 hole crazy golf course is fully accessible, with a ramp upon entry. There are no steep areas or steps, there are no loud areas or flashing lights currently. We do have smoke effects on the hex and duel hole. Please speak to a staff member for any further information