

Ride Restrictions

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 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.

If you are visiting a ride that permits plaster casts or walker boots, please refer to your medical guidance before choosing to ride. 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. 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.

If you have a visual impairment, it is your responsibility to assess the ride and potential risks before riding. Please speak to the rides team or Guest Services if you have any questions related to your particular needs.

If you need assistance with lifts, stairs or anything else during your day, please speak to a member of the Guest Services team.



RIDE ACCESS PASS

We offer a Ride Access Pass for guests who may find it difficult or cannot stand in a queue for long periods of time. This guide is designed to assist guests with disabilities ensuring you have a safe, fun-filled day out and the right expectation of our attractions.

Carers

In certain situations (such as extreme weather conditions or temporary stoppages), it may be necessary for guests to be offloaded from the rides, possibly from the highest point. For this reason, the number of disabled guests 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 with red ID cards are required to have a minimum of one carer with them at all times, including on the rides, who must be able to assist the disabled guest with loading and offloading (including their transfer from a wheelchair if necessary). For guests who are unable to walk unaided, at least one carer over the age of 14 may be required to assist with ride download procedures. On occasions we can allow up to three carers to also ride.

In the event of ride stoppage a routine assisted exit may be required. Please kindly be advised that depending on where the ride has paused, our dedicated team may have to use moving and handling aids and equipment to assist with helping you safely and easily exit the ride vehicle.

HELPFUL INFORMATION



GUEST HELP AND INFORMATION

Located in Number 1 Towers Street, Guest Services should be your first point of call. The team can offer advice on Resort access and restrictions, issue ID cards and passes (conditions apply) and provide further information on available facilities.

Across the Resort our employees are happy to offer any advice or assistance so please ask if you need help. This includes directions, dietary requirements and anything else you can think of!



THE GARDENS AND THE TOWERS

The Gardens and the Towers are steeped in history and are both listed. There are steep paths, many steps and water edges that make some areas inaccessible, however there are some paths which do offer garden views.



HEARING LOOPS

Hearing loops are available from Guest Services, Admissions and Hotel Receptions.



SOMETHING SPECIAL

In CBeebies Land you will find Something Special Sensory Garden. This attraction is supported by Makaton signage designed to help children with language development.



QUIET ROOM

Located within Guest Services. The redesigned chill out space aims to provide an autism friendly, quiet room for guests who may have autism or similar conditions and need a peaceful, calming place before embarking on the rest of their amazing Alton Towers adventure.



TOILETS AND CHANGING PLACES TOILETS

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



We are also proud to have four 'Changing Places' on the Theme Park in X-Sector, Admissions, Gloomy Wood and Cloud Cuckoo Land. All are located by the main toilet block and can be identified on the Resort map by this symbol.

Access to the toilets and changing facilities will require a RADAR key. If you don't have your own, one can be loaned from Guest Services.

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



ASSISTANCE/GUIDE DOGS

Assistance/guide dogs are welcome in the Theme Park but 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.



WHEELCHAIRS / MOBILITY SCOOTERS

A limited number of wheelchairs are available for hire from Guest Services on a first come, first served basis – a £20 refundable deposit is required. A limited number of electric mobility scooters is also available – a £50 refundable deposit is required and a £25 hire charge.

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 nature of our site, there are some steep inclines which can make powered buggies very unstable. Please take extra care when using them and speak to a team member in Guest Services for further information.



GUEST SERVICES

Need help in accessing one of our attractions? Please use our SMS service to communicate with a member of the team **07513 706471**



RIDE ACCESS PASS



Resort Accessibility Guide

Introduction to the guide

Alton Towers Resort strives to make sure that the Theme park, Hotels, Waterpark and other extraordinary attractions are easily accessible to all our guests. This leaflet has been created in order to help guests with a range of needs have a fabulous and unforgettable experience at the Resort. A full copy of the 'Accessibility Guide' can be found online and at Guest Services.

The Ride Access Pass places guests in a 'virtual queue' – they do not allow immediate and unrestricted access to rides. Once you have completed your first ride, your card will be marked with a time when you can experience your second ride (to represent a 'virtual queue'). This process will be repeated at each of the rides as you visit them. Once your card is completed, you can return to Guest Services for a new card. Rides that are not specifically covered by the pass may still be used and access will be via the ride exit.

Please note, given the number of guests eligible to Ride Access Passes, you may still have to wait, and other queues (eg, Fastrack) may move more quickly.




Sensory Effects

Some rides and attractions have strobe lighting, fog and smoke effects and loud audio. Please speak to the rides team or Guest Services team should you require sensory information for any of our attractions.



Ride Restrictions

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*If you are using a prosthetic, please ensure it is secured at all times.

**Applies to carriage only on Royal Carousel.



RIDE ACCESS PASS

Only applicable to the following rides: Gangsta Granny: The Ride, Peter Rabbit™ Hippiity Hop, Go Jetters Vroomster Zoom Ride, Get Set Go Tree Top Adventure, In The Night Garden Magical Boat Ride, Postman Pat Parcel Post, Octonauts Rollercoaster Adventure, Runaway Mine Train, Congo River Rapids, Spinball Whizzer, Galactica, The Smiler, Nemesis, Rita, Oblivion, TH13TEEN, Wicker Man, Justin's House, Cuckoo Cars Driving School, Flavio's Fabulous Fandango, Roller Disco, Funk N' Fly and SpinJam

Guest / Group Name

Date of Visit

Group Number 1 2 3 4

Return Time for next R.A.P Ride

If you complete the card please return to Guest Services to collect a new one.

- Please present this pass to a team member upon arrival at your first applicable Ride Access Pass ride, where you will be welcomed and allowed to board at the earliest opportunity.
- On arrival at the ride your card will be marked with a time for your next applicable Ride Access Pass ride - this process will be repeated at each of the rides detailed on the front of the card.
- At the time written on your card you can then enjoy your next Ride Access Pass ride.
- You are free to use other rides via the exit at any time. Simply present your red or yellow ID card and wait for assistance at the ride exit.

Please Note

- Pass to only be used in conjunction with a valid RAP ID card.
- Each guest using a Red ID card must have at least one carer.
- Terms, guidelines and specific ride restrictions can be found within our 'Resort Accessibility Guide' which is available at Guest Services.
- Ride Access Pass not valid for Alton Towers Dungeon experience due to time slot booking however Ride restrictions do still apply