

## 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



