



## **Resort Accessibility Guide**

Alton Towers Resort makes every effort that the Theme Park, our Accommodation, Waterpark and other facilities are accessible to as many of our guests as possible.

This guide will provide a full overview of our Resort's accessibility and the services available for guests with disabilities. We are committed to providing an enjoyable and safe visit for all of our guests.

Please visit our Resort Box Office, located on Towers Street on the Theme Park, or any of our Accommodation Receptions for further information or assistance throughout your visit.

### **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 access facilities is entirely at the discretion of Alton Towers Resort.

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## General Resort Access

### Accessible 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 with their badge present and on display.

Disabled 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

Guests who have the following documentation are entitled to one free carer ticket and a second carer ticket at half the on the day price of a standard Theme Park ticket. 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/s. For proof of disability, please bring any ONE of the following forms of documentation:

- ✓ Entitlement to Disability Living Allowance for children under 16 or DLA/Personal Independent Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book
- ✓ Attendance Allowance or Carer's Allowance letter of award
- ✓ Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded Incapacity Benefit or Employment and Support Allowance (ESA)
- ✓ A valid Blue Badge
- ✓ In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
- ✓ A local authority registration document which is local to the attraction where it is being submitted
- ✓ A recognised Assistance Dog ID Card
- ✓ Credibility's Access Card

A carer must be over 14 years of age and capable of assisting the guest who has the disability. The carer would be expected to understand the disabled person's condition and assist them in managing it for the duration of their visit. If more than one carer's ticket is required, a letter from a GP or consultant is needed stating the number of carers required.

In order to access a free carer ticket, proof of disability is required; therefore, carers' tickets cannot be booked online in advance. Any disabled guest/s can book their ticket online and can provide the required proof on the day to arrange admission of their free carer/s.

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

If you work for a care home or similar organisation, you are required to bring a letter dated within the last 6 months. The letter must stipulate the name of the person in care, and the name of the carer, signed by the care home manager. Photo ID for the carer will also be required to show upon arrival. The dated letter from the care home/organisations manager must also have full contact details including address and contact number.

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 Pass 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 to enter the Theme Park here.

### **Promotions**

Disabled guests pay the standard rate for a ticket (Adult or Child as appropriate) and will be provided with one free carer ticket.

Disabled guests can use promotional vouchers in line with the terms and conditions for that voucher; if a disabled guest would like to use a promotional voucher, the voucher should be used as follows. No distinction is made as far as ticket prices or promotions are concerned between able bodied and disabled guests.

All promotions and offers are always subject to a full price ticket being purchased. Please see the below information for further details:

#### ***Using a 2 for 1 entry voucher:***

Disabled guest + one carer = no need to use a 2 for 1 voucher as they have a free carer entry under this policy.

Disabled guest + one carer + one additional guest = one guest pays for a full price entry ticket, one carer gets free entry under this policy and the other guest gets free entry using the 2 for 1 voucher.

Disabled guest + one carer + two additional guests = one guest pays for a full price entry ticket, one carer gets free entry under this policy, one guest gets in for free using the 2 for 1 voucher and the other guest must purchase their own separate ticket.

#### ***Using a % off entry voucher:***

Disabled guest + one carer = disabled guest pays reduced price as per their voucher and one carer gets free entry under this policy.

Disabled guest + one carer + one additional guest = one guest pays half price; one carer gets free entry under this policy and the other guest must purchase their own separate ticket.

### ***Kids Go Free (KGF):***

Disabled guest (adult) + one carer (child) = no need to use a KGF voucher as one carer gets free entry under this policy.

Disabled guest (child) + one carer (adult) = No need to use a KGF voucher the child will purchase a ticket and the carer gets free entry under this policy.

Disabled guest + one carer + one additional guest = if child or adult is disabled, the adult pays full price, the child gets in for free and one carer gets free entry under this policy. If none of the party is a child, there is no entitlement to use the Kids Go Free voucher.

### ***Grown Ups Go Free (GUGF):***

Disabled guest (child) + one carer (adult) = no need to use a GUGF voucher as they have a free carer.

### ***Under 3's Go Free:***

Where we operate an 'under 3's go free' system, a disabled child under 3 would be entitled to a free carer ticket.

### **Annual/Season Passes**

Annual/Season Pass holders with a disability have the option of a free Carer Pass that goes alongside the current Pass held. The Carer Pass is issued to the disabled guest and will have the name, date of birth and a photo of the disabled guest. It is therefore transferrable between carers and will not be bound to any specific carer. Please book an Annual/Season Pass as appropriate and bring proof of entitlement to the Box Office, located on Towers Street in our Theme Park. The proof of entitlement accepted is the same as for a carer's ticket (see previous section).

Please note that a Carer Pass cannot be used without the presence of the disabled Passholder that it goes alongside. This is because the Pass is designed to offer assistance to the disabled guest only.

### **Entering the Resort**

For guests using wheelchairs, please use the gates between the turnstiles as this is a wider access point.

### **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. Please look out for this symbol:



## 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 'Changing Places' on the Theme Park located at X-Sector as well as a slightly smaller 'Space to Change' located in Fountain Square (situated near our Woodcutter's Bar and Grill in the Dark Forest), 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 refundable deposit of £10 will be required to hire one for the day.

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



## Resort Box Office and Information

Located on Towers Street, the Resort Box Office should be your first point of call if you require any further assistance on the day. The team can offer advice on Resort access and restrictions, height measuring, wheelchair access for collection of a Ride Access Pass, wheelchair hire, RADAR key hire, lost property and further information on available facilities across the Resort.



## Location of First Aid

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 at our Medical Centre as well as facilities for those who may require medical attention during their visit.



## Restaurants and Shops

If you require any assistance when visiting any of our shops or restaurants, please feel free to ask 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 requirements.

## The Gardens and 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.



## **Assistance and 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 SEALIFE, the Furchester Hotel Live, Mr. Bloom's Allotment and Big Fun Showtime would allow full access to assistance/guide dogs. For further information please speak to a member of staff at 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, this 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.

## **Mobility Scooter Hire**

Please note that in order to hire a mobility scooter, there is a £50 deposit fee and a £25 charge per day which you can process at the Resort Box Office located on Towers Street. Please note that you are welcome to bring your own mobility scooter to the Resort, but they are unable to be brought into ride queue lines and therefore must be left outside of the ride.

## **Pushchairs and Buggy Hire**

We have a selection of colourful buggies for hire at Towers Trading Co. (near the Main Entrance). Single buggies cost £10 and double buggies cost £15. Please be aware that our buggies are not suitable for babies and are subject to availability - you are unable to pre-book buggy hire for your visit.

Please be advised you may be asked to leave pushchairs and buggies in our designated buggy park prior to entering our Sharkbait Reef by SEALIFE due to the nature of this attraction.

## **Ear Defenders**

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



### **Guests with Photo-Sensitive Epilepsy and Similar Conditions**

Please be aware that we have several 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
- TH13TEEN
- Nemesis
- Galactica
- Spinball Whizzer
- Runaway Mine Train
- Congo River Rapids
- Postman Pat Parcel Post
- Octonauts Rollercoaster Adventure
- Gangsta Granny: The Ride

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

- The Smiler
- Duel: The Haunted House Strikes Back
- Hex - The Legend of the Towers
- Gangsta Granny: The Ride
- CBeebies Land Photo studio
- The Furchester Hotel Live show
- Rollercoaster Restaurant
- 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 at the entrance who will be able to assist.

### **Guests with Asthma and Similar Conditions**

There are several attractions that have smoke/fog/misting effects:

- Wicker Man
- Oblivion
- The Alton Towers Dungeon
- The Smiler
- Galactica
- Gangsta Granny: The Ride

### **Guests with Sensory Needs**

We have a Quiet Room located at the top of Towers Street for guests with sensory needs which is available to use throughout our Theme Park opening times. This contains seating and additional facilities for guests to use during their visit. There are certain rides and attractions within the Resort that have various sensory effects such as strong smells, lighting and sound effects. Please speak to a member of the rides team upon entry into the attraction or the Resort Box Office team for further details.

### **Contact Us**

If you have any specific queries or questions about accessibility across the Resort, please contact our customer services team at [enquiries@alton-towers.com](mailto:enquiries@alton-towers.com) or speak to a member of staff at the Resort Box Office on the day of your visit.

## **Ride Access Pass**

We offer a Ride Access Pass to guests who may find it difficult or cannot stand for long periods of time either due to a physical disability or a learning/emotional impairment.

## **Proof of Entitlement**

There are certain conditions which we recognise for automatic eligibility for the Ride Access system, which comprises of a photo identification card, either a Red or Yellow wristband and a Ride Access Pass. We will accept any ONE of the following pieces of documentation as eligibility for this facility:

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.
4. Access Card

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 Resort Box Office 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 state 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 that 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.

## How It Works

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 or Towers Trading & Co. shop 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 Hippity Hop, Gangsta Granny: The Ride, Wicker Man, Runaway Mine Train, Congo River Rapids, 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, Hex - The Legend of the Towers, 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 (e.g., 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:





## **How to Register**

You can register online for a Ride Access Pass at <https://www.altontowers.com/plan-your-visit/before-you-visit/disabled-access>. This allows quicker collection when you visit the Theme Park. Passes can then be collected from the Resort Box Office which is located on Towers Street. Alternatively, you can register for a Ride Access Pass on the day of your visit at the Resort Box Office. You **MUST** provide valid proof of entitlement in order for a Pass to be issued. We reserve the right to refuse a Ride Access Pass if the correct documentation is not shown.

If you have pre-registered for a Ride Access Pass using the link above, you will be required to bring your unique case reference number provided along to the Resort Box Office on the day of your visit to collect your Photo ID card. The Photo ID card is valid for 2 years from the date of issue, so you do not need to bring documentation on each visit. However, you must visit Admissions, the Resort Box Office or the Towers Trading Co. shop located at the top of Towers Street at the start of your day to collect a wristband and Ride Access Pass upon every visit. The Photo ID card is also accepted at Thorpe Park, Chessington World of Adventures Resort and LEGOLAND Windsor.

## **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 Ride Access Pass with loading and offloading (including their transfer to/from a 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 with the disabled guest.


There are several 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 that 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/Towers Trading Co. shop/Resort Box Office with the disabled guest when their wristband and Ride Access Pass is issued.

## **Ride Access Information**

Our rides and attractions have a variety of restrictions which are put in place to ensure our guest's safety. Each ride has their own set of restrictions which must be adhered to at all times, some of which are due to ride restraints, forces or sometimes due to additional requirements if the ride has stopped and guests are required to exit before reaching the station.

## Ride Restrictions Table

		Thrill Rides							Laughs & Frights							Young Fun							Beebies Land																		
Ride Restrictions		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	Marauders Mayhem	Spinball Whizzer	Hex	Skyride	Sharkbait Reef by SEA LIFE	Gangsta Granny: The Ride	Heave Ho!	RAJ's Bouncy Bottom Burp	Royal 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	Bugle Go Round	Tree Fu Tom Training Camp	In the Night Garden Magical Boat Ride	Postman Pat Parcel Post	Charlie & Lola's Moonwalkers and Green Drops	Get Set Go Tree Top Adventure	Go Jetties Vroomster Zoom	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 walk 25 meters unaided			●																																						
Requires helper over the age of 14 years		●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●	●		●	●				●				●		●	●			●	●		●		●
Not suitable for guests for guests with Foot/Ankle/Leg Fracture Brace or walker boots				●		●																																			

● Dot indicates where restriction applies.

### **Generic 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 moon boots, and/or 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 always require guests to keep their arms and legs inside the ride carriages and remain seated. For further details, please read each individual ride section.

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.

### **Height Requirements**

Each attraction has a height requirement, and these differ from ride to ride – please see the specific ride information for more detail about each ride or attraction. All guests (including those in wheelchairs) must be height checked before riding. In some cases, guests between certain height ranges must be accompanied by an adult (18+).

The Resort Box Office and some ride entrances offers a height check service if required.

### **Casts, Splints, Crutches and Moon Boots**

Guests with any type of cast are restricted from riding our attractions. Please see each individual ride section for more information. Walking boots and braces are permitted on some rides providing they are fully secured. Please speak to a host at the specific ride or attraction for more information.

### **Amputations and Prosthetics**

Guests with any type of prosthesis may be restricted from certain rides. If permitted riders must ensure that the prosthetic is properly secured before riding. Please read each individual ride section for more information.



### **Pacemakers**

The following rides have a strong magnetic field and therefore unsuitable for any guest fitted with a pacemaker. Please consult a doctor for further advice and adhere to the ride restrictions board upon queue line entry to each ride/attraction:

- The Smiler
- TH13TEEN
- Rita
- Wicker Man

### **Seating Requirements and Riders of Size**

Before any of our attractions receive the all clear to begin their ride, they must meet strict safety measures. Some of these measures include a minimum closed position in restraints and seat belts.

The following attractions have limitations on the size of the rider (full details in ride specific information pages):

- Galactica
- Nemesis
- Rita
- Wicker Man
- TH13TEEN
- The Smiler
- Spinball Whizzer

### **Test Seats**

The following rides have tester seats available outside of the ride entrances:

- Rita
- Galactica
- Oblivion
- Wicker Man



## **Definitions**

The below definitions are in relation to the ride specific information. If you require any further information, please speak to a ride host or visit the Resort Box Office located on Towers Street.

**Ability to enter/exit ride vehicle on slow moving platform** – Some rides board whilst they are moving slowly in the ride station. Guests must be able to board without requiring the ride to stop.

**Minimum of four functioning feet/hands to brace against ride forces** – Riders must have all feet/hands (inclusive of secured prosthetics) to brace themselves during the ride and to be able to exit in the event of a mid-ride evacuation.

**Minimum of three functioning feet/hands to brace against ride forces** – Riders must have a minimum of three feet/hands (inclusive of secured prosthetics) to brace themselves during the ride and to be able to exit in the event of a mid-ride evacuation (two hands, one foot OR two feet, one hand).

**Minimum of two functioning feet/hands to brace against ride forces** – Riders must have a minimum of two feet/hands (inclusive of secured prosthetics) to brace themselves during the ride and to be able to exit in the event of a mid-ride evacuation (one foot and one hand).

**Ability to brace with one functioning hand** – Riders must have at least one functioning hand in order to sufficiently brace against the ride forces.

**Ability to brace with one functioning foot** – Riders must have at least one functioning foot in order to sufficiently brace against the ride forces.

**Full upper body control (including head & neck)** – Guest must have enough control to support their head, neck and upper body and maintain the proper riding position throughout the experience.

**Ride evacuation** - In the unlikely event of a delay with operations, sometimes it is necessary to ask guests to exit their vehicles onto specially designated platforms back to the park before the ride has finished the experience.

**Use of evacuation platform** – Rides must be able to navigate set distance on a metal walkway in the event of a mid-ride exit.

**Ability to exit vehicle via use of a ladder** – In the event of a mid-ride exit some attractions may require the use of a ladder. Riders must be able to exit the vehicle without assistance in this case.

## Rides and Attractions - Specific Information

### The Alton Towers Dungeon



You'll be screaming with laughter whilst being sentenced by the Bishop of Stafford, before being condemned to a traitor's boat ride down the Black River. 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, then visit the Witch of Burslem's cottage... to come face to face with her ghost! Miss it and you'll be GUTTED!

#### **Location:**

The Towers

#### **Ride Access entry:**

Attraction main entrance

#### **For wheelchair users:**

Wheelchair users can enjoy the full attraction including the boat ride if they are able to transfer into a boat with assistance. The guest's wheelchair will re-join them during their departure from the boat. 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.

#### **For those with other mobility impairments:**

The attraction is a 45-minute walking experience and guests are required to stand for most of it. However, it 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, we cannot guarantee priority seating.

#### **For those with autism and other neuro-diverse conditions:**

We are not a scare attraction or 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, and they will be able to escort you out of or away from the attraction.

#### **Height Restriction:**

There is no height restriction for this attraction, but it is not recommended for those aged 10 or under due to its nature and content.

#### **Seat Restriction:**

There is no seat restriction for this attraction.

#### **Additional Restrictions:**

- Wheelchair users must be able to transfer on to the ride – with assistance or can by-pass the boat ride.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is recommended for those aged 10+.
- This attraction has smoke/fog/misting effects and may be unsuitable for guests with asthma and similar conditions.

## **Battle Galleons**



Sail amidst shark infested waters to the pirate cove! A marvellous spectacle for landlubbers and pirate crew, Battle Galleons is an interactive water ride which swashes the buckle for all ages.

### **Location:**

Mutiny Bay

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be 0.9 metres to ride. If you are under 1.1 metres, an adult (18+) must be with you. This attraction is recommended for those aged 10+.

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass if accompanied by a helper/carer must be aged 14 or over.
- This attraction is recommended for those aged 10+.

## **The Blade**



In just a few swings, you'll reach zero gravity. Leave your stomach in the air as you fly near vertical on this swinging ship ride!

### **Location:**

Forbidden Valley

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be 1.0m or over to ride. You must be 1.3m or over to ride without an adult.

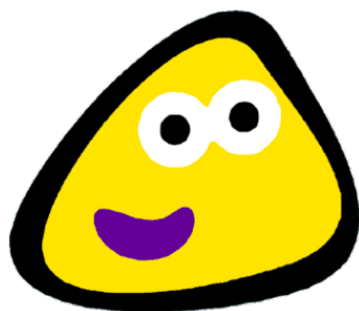
### **Seat Restriction:**

This ride has a lap bar restraint which is unrestrictive.

### **Additional Restrictions:**

- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carers must be aged 14 or over.

## **Bugbie Go Round**



Are you ready to go on an adventure with the friendly Bugbies? Then hop aboard your own Bugbie cart and take control of the steering wheel as you whizz around, what will you be exploring today?

### **Location:**

CBeebies Land

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

If you are under 1.0 metres, you must be accompanied by an adult (18+).

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Can ride with prosthetic limbs as long as they are securely attached.
- Only certain areas of this attraction are wheelchair accessible.

## Charlie and Lola's Moonsquirters and Green Drops



Visit Charlie and Lola at their home on Crocodile Street, you might just see Soren Lorensen, and you might just have to help Lola make him some lunch. Have a peek in Charlie and Lola's bedroom, there's lots of dressing up to do!

### **Location:**

CBeebies Land

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

This attraction has no height restrictions.

### **Seat Restriction:**

This attraction has no seat restrictions.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.



## **Congo River Rapids**



Enjoy a water adventure that will whet the appetite of all the family, as you drift along the Katanga Canyon; it's a unique experience!

### **Location:**

Katanga Canyon

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be at least 0.9 metres tall to ride. Riders between 0.9m - 1.1m must ride with an adult.

### **Seat Restriction:**

This attraction can hold a maximum of 7 guests per boat.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to walk down 3 steps unaided onto a moving turntable.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- Suitable for guests with an arm in a cast, leg in a cast or splint, or moon boot if the guest can bear weight on the limb.
- If required, guests may need to climb through boats or walk down lift boards to evacuate this attraction.



## **Cuckoo Cars Driving School**



Get behind the wheel of one of the crazy, colourful Cuckoo Cars - the hottest wheels in town! Show off your supercool style as you tootle around, meeting the lively locals who are awaiting your visit!

### **Location:**

The Towers

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit located towards the rear of Gangster Granny The Ride.

### **Height Restriction:**

Guests must be a minimum of 1.0m and 4 years old to earn your license at our Driving School to ride. As our cars are specially designed for young children, anyone over 1.4 metres tall can't drive.

### **Seat Restriction:**

As our cars are specially designed for young children, anyone over 1.4 metres tall can't drive.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for partially sighted/blind guests.
- Parents and any guests over 1.4 metres can't come along for the ride, but child drivers are overseen by Alton Towers marshals at all times.

## **Duel: The Haunted House Strikes Back**



This dark ride lets you take your fate into your own hands... Enter the Haunted House at your peril, as the zombies are awake and ready to fight back!

### **Location:**

Gloomy Wood

### **Ride Access entry:**

Guests should access through the 'Spook R Us' shop.

### **Height Restriction:**

You must be at least 0.9 metres tall to ride. If you are under 1.1 metres, you must ride Duel with an adult (18+).

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction has theatrical/show/strobe lighting and may be unsuitable for guests with photo-sensitive epilepsy, sensory needs and similar conditions.

## **Enterprise**



Sat in the shadow of Oblivion and The Smiler, Enterprise is an unassuming thrill ride. It is only when you take your seat and notice the lack of restraints, that you realise you're in for a wild ride! Lean back and let the sheer momentum of the 360-degree giant spinning wheel hold you in place...

### **Location:**

X-Sector

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be at least 0.9 metres tall to ride. If you are under 1.4 metres, you must be accompanied by an adult (18+).

### **Seat Restriction:**

Each ride car can hold a maximum of 2 people.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.



## **Galactica**



Blast through an advanced launch portal to a dimension beyond your wildest imagination. Break free from Earth's atmosphere and glide through the air on our iconic flying rollercoaster.

### **Location:**

Forbidden Valley

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.4m or over to ride.

### **Seat Restriction:**

This attraction has a maximum chest size of 48 inches. Guests with a chest width of 48 inches or more may be unable to ride. There is a test seat located outside of the ride entrance.

### **Additional Restrictions:**

All guests must meet ALL standard restrictions before riding.

- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Leg amputations or missing limbs must be at the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- This attraction has smoke/fog/misting effects and may be unsuitable for guests with asthma and similar conditions.
- Not suitable for guests with an arm in a cast, leg in a cast, splint, or moon boot.
- If required, guests may need to evacuate this attraction at height from the flight position or seated on to a platform or down steps.

**NEW: The World of Walliams presents Gangsta Granny: The Ride for 2020!**



Climb into your royal carriage as Granny and Ben enlist your help to pull off the greatest jewel heist in history! Take a spin through the sewers on a 360° special effects laden wild ride to break into the crown jewels vault! Can you grab the jewels and make an explosive escape? Careful, if the Feds catch you, you'll be in a right royal mess!

**Location:**

The World of David Walliams

**Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

**Height Restriction:**

You must be at least 0.9 metres tall to ride. If you are under 1.2 metres, you must be accompanied by an adult.

**Seat Restriction:**

Each ride car can hold a maximum of 8 people.

**Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- This attraction has theatrical/show/strobe lighting and may be unsuitable for guests with photo-sensitive epilepsy, sensory needs and similar conditions.
- This attraction has smoke/fog/misting effects and may be unsuitable for guests with asthma and similar conditions

## **Get! Set! Go! Tree Top Adventure**



The Get! Set! Go! Tree Top Adventure is a great place for families to begin their day at CBeebies Land. Wake up the sleeping bugs in the CBeebies bedroom and Get Set Go on this fun ride offering plenty of imaginative play.

### **Location:**

CBeebies Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

Guests under 1.1m must ride with an adult.

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carers must be aged 14 or over.



## **Go Jetters Vroomster Zoom Ride**



Join Kyan, Xuli, Lars and Foz on a Go Jetters global adventures as little thrill seekers fly around the world in a Vroomster. With their own controls, youngsters can guide their Vroomster up and down as they launch from the Jetpad to help to find Grandmaster Glitch.

### **Location:**

CBeebies Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 0.9m or above to ride. You must be 1.25m or above to ride without an adult.

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Leg amputations or missing limbs must not be above the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.

## **Heave Ho!**



Heave Ho and off we go! Rocking and twisting on top of the waves across Mutiny Bay. Heave Ho is the perfect ride for little pirate adventures!

### **Location:**

Mutiny Bay

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be at least 0.9 metres tall to ride. If you are under 1.1 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.



## **Hex - The Legend of the Towers**



Experience Hex, Alton Towers' multi-sensory, interactive experience, set within the heart of the grade II listed Towers themselves. This popular walkthrough ride features a series of interconnected spaces, leading you through a local legend. Meet the Earl of Shrewsbury and learn of his curse but be careful not to get swept up in any unusual activity. Reopen the vault, sealed for the last two centuries. Take a seat and try not to become disorientated as the room starts to spin...

### **Location:**

The Towers

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be at least 0.9 metres tall to ride. If you are under 1.2 metres, you must be accompanied by an adult. Please be aware that some scenes may be unsuitable for young children, who may find this attraction scary at times.

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Only certain areas of this attraction are wheelchair accessible.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- Please be aware that some scenes may be unsuitable for young children, who may find this attraction scary at times.
- This attraction has theatrical/show/strobe lighting and may be unsuitable for guests with photo-sensitive epilepsy, sensory needs and similar conditions.

## **In The Night Garden Magical Boat Ride**



Set sail on the magical In The Night Garden Boat Ride where you'll be able to journey through a real Night Garden and spot all your favourite characters – whether it's Upsy Daisy waving and blowing kisses or the Tombliboos playing peek-a-boo, everyone is there to find... even Igglepiggle!

### **Location:**

CBeebies Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

If you are under 1.0 metres, you must be accompanied by an adult.

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.

## **Justin's House Pie-O-Matic Factory**



Just like Justin's House, the Pie-O-Matic Factory is full of fun chaos! Yes, Robert has been inventing again – this time it's a factory for making the best custard pies and your job is to get the cherries on top! Go wild, have fun, there's only one rule; there are no rules!

### **Location:**

CBeebies Land

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be at least 0.9m to ride. If you are under 16 years of age, you must be accompanied by an adult.

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Only certain areas of this attraction are wheelchair accessible.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.



## **Marauder's Mayhem**



Step inside the gunpowder barrels on Marauder's Mayhem and get ready to swirl and twirl as you spin your crew around at swashbuckling speeds! You'll have barrels of fun on this pirate themed ride but keep an eye on your crewmates – they can make the barrel spin faster too so hold on tight!

### **Location:**

Mutiny Bay

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be at least 1.1 metres tall to ride. If you are under 1.3 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This attraction has no seat restrictions.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.

## **Nemesis**



Sit back, it's fright time! Experience 3.5 G-force as you race past the rocks and rivers of the Forbidden Valley at 50mph!

### **Location:**

Forbidden Valley

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.4m or over to ride.

### **Seat Restriction:**

This attraction has a maximum chest size of 52 inches. Guests with a chest width of 52 inches or more may be unable to ride.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- Not suitable for guests with an arm in a cast, leg in a cast, splint, or moon boot.
- If required, guests may need to evacuate this attraction at height on to a platform or down steps.

## **Oblivion**



The world's first vertical drop rollercoaster - Oblivion beckons you to face your fears. As you're held, overhanging the edge of the world's first vertical drop rollercoaster, don't look down at the colossal vertical 180 feet drop!

### **Location:**

X-Sector

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.4m or over to ride.

### **Seat Restriction:**

This attraction has a maximum chest size of 52 inches. Guests with a chest width of 52 inches or more may be unable to ride. There is a test seat located outside of the ride entrance.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- This attraction has smoke/fog/misting effects and may be unsuitable for guests with asthma and similar conditions.
- Not suitable for guests with an arm in a cast or a leg in a cast or splint.
- Suitable for guests with a splint or moon boot if it can be removed.



## **Octonauts Rollercoaster Adventure**



Say Seaweed! Dive into CBeebies Land and join Captain Barnacles and crew as The Octonauts head to Alton Towers Resort on the Octonauts Rollercoaster Adventure!

### **Location:**

CBeebies Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be at least 0.9m to ride. If you are under 1.1 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Leg amputations or missing limbs must not be above the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.

## **Peter Rabbit Hoppity Hop**



Unleash your inner bunny! Playful Benjamin Bunny has hidden from his friends in Mr McGregor's garden – join Peter Rabbit and Lily Bobtail as they explore the garden and solve puzzles to try to uncover his hiding place! Unleash your inner bunny on the Peter Rabbit Hoppity Hop ride and hop high in the sky to see if you can find Benjamin from the top!

### **Location:**

CBeebies Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be at least 0.9m to ride. If you are under 1.1 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carers must be aged 14 or over.



## **Postman Pat Parcel Post**



Special delivery service! Postman Pat's parcels have been mixed up! Report to the Sorting Office to receive your instructions and become part of Postman Pat's Special Delivery Service. Through problem solving and interaction the attraction lets children take control of Postman Pat's van on his delivery route through Greendale, picking the right parcels to deliver to the village's favourite residents as they drive along!

### **Location:**

CBeebies Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be at least 0.9m to ride. If you are under 1.1 metres, you must be accompanied by an adult.

### **Seat Restriction:**

There is no seat restriction for this attraction.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Can ride with prosthetic limbs as long as they are securely attached.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.

## **Raj's Bottom Burp**



### **Location:**

The World of David Walliams

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be at least 0.9m to ride. If you are under 1.1 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.

## **Rita**



Rita is the ultimate rollercoaster for speed freaks! Hold onto your eyeballs as you're catapulted from a standing start, 0 to 100km per hour in just two and a half seconds! There are no ticking lift hills here, just a powerful hydraulic launch system and unstoppable momentum!

### **Location:**

Dark Forest

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.4m or over to ride. The maximum height for this attraction is 1.95m.

### **Seat Restriction:**

This attraction has a maximum chest size of 48 inches. Guests with a chest width of 48 inches or more may be unable to ride. There is a test seat located outside of the ride entrance.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Leg amputations or missing limbs must not be above the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has a strong magnetic field and is unsuitable for any guest fitted with a pacemaker.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- Suitable for guests with an arm in a cast, leg in a cast or splint, or moon boot if they can be fully secured in the seat restraint.

## **The Royal Carousel**



### **Location:**

The World of David Walliams

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the ride exit.

### **Height Restriction:**

You must be at least 0.9m to ride. If you are under 1.3 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This attraction has no seat restrictions.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.



## **Runaway Mine Train**



The Runaway Mine Train twists and turns, getting faster and faster. An explosion in the mine has caused the cargo train to break loose. Will it slow down? Nobody knows!

### **Location:**

Katanga Canyon

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be at least 0.9m tall to ride. If you are under 1.1 metres, you must be accompanied by an adult.

### **Seat Restriction:**

This ride has a lap bar restraint.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride – with assistance.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- Suitable for guests with an arm in a cast. Also suitable for guests with a leg in a cast, splint or moon boot if they can bend the knee.
- If required, guests may need to evacuate this attraction from a tunnel on to a large step ladder.



## **Sharkbait Reef by SEALIFE**



You'd better follow the Captain and his crew - but beware of their pirating ways! They'll lead you through a tunnel of sharks, where you'll be able to discover a myriad of mysterious and amazing inhabitants from the world's seas and oceans.

### **Location:**

Mutiny Bay

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the ride via the attraction entrance.

### **Height Restriction:**

This attraction has no height restrictions.

### **Seat Restriction:**

This attraction has no seat restrictions.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before entering.
- You may be asked to leave pushchairs and buggies in our designated buggy park prior to entering due to the nature of this attraction.
- This attraction has a single photo point in the queue line which may be unsuitable for guests with photo-sensitive epilepsy, sensory needs and similar conditions. On less busy bays, this may not be in operation. Please check with a staff member at the entrance who will be able to assist.

## **The Skyride**



Up in the clouds, float hundreds of feet up in gondolas all the colours of the rainbow. Find your jaw dropping to the floor at the sights over Alton Towers and beyond!

### **Locations:**

Towers Street, Forbidden Valley and Cloud Cuckoo Land

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass but is fully accessible - guests should access the ride via ride entrance.

### **Height Restriction:**

Children under the age of 18 must be accompanied by an adult.

### **Seat Restriction:**

This attraction has no seat restriction. Up to 10 passengers can ride per gondola.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.

## **The Smiler**



Will you belong to The Smiler? The Smiler is the world's first 14 loop rollercoaster. It's twisting track combines the world beating 14 loops with a speed of 85km/hr and a track length 3x longer than Oblivion! This will challenge your body and mind.

### **Location:**

X-Sector

### **Ride Access entry:**

Guests will be directed from the main entrance queue line to the relevant ride access pass entrance. Please talk to the ride host upon arrival for them to direct you.

### **Height Restriction:**

You must be 1.4m or over to ride.

### **Seat Restriction:**

This attraction has a maximum chest size of 56 inches. Guests with a chest width of 56 inches or more may be unable to ride.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Can ride with prosthetic limbs as long as they are securely attached.
- Guests must be able to grip with both hands and walk 25 metres unaided.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has a strong magnetic field and is unsuitable for any guest fitted with a pacemaker.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- This attraction has theatrical/show/strobe lighting and may be unsuitable for guests with photo-sensitive epilepsy, sensory needs and similar conditions.
- This attraction has smoke/fog/misting effects and may be unsuitable for guests with asthma and similar conditions.
- Suitable for guests with an arm in a cast, leg in a cast, splint or moon boot as if they are able to walk 25 metres unaided and grip with at least one hand.
- If required, guests may need to evacuate this attraction at height on to a platform and/or down steps as well as climbing down a vertical ladder.



## **Spinball Whizzer**



Feel like a pinball being catapulted along the 470-metre track at speeds of up to 60km per hour! Each car will spin 360 degrees whilst flying around the tracks. Expect full on family fun!

### **Location:**

Adventure Land

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.2m or over to ride. This ride has a maximum height of 1.95m.

### **Seat Restriction:**

The seats for this attraction can be restrictive, please speak to a member of staff for further assistance. The ride also has a maximum weight limit of 111kg.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Leg amputations or missing limbs must not be above the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction has a maximum weight limit of 111kg.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- Suitable for guests with an arm in a cast if they can grip with at least one hand. Suitable for guests on crutches, with a leg in a cast, splint or moon boot if the lap bar restraint can be fully secured.
- If required, guests may need to evacuate this attraction at height on to a platform and/or down steps.

## **THI3TEEN**



The dark and mysterious THI3TEEN is the world's first vertical free fall drop rollercoaster! Speed round the track, enter the ancient crypt, and face the horror that lies within. If you go down to the woods today, you'd better not go alone...

### **Location:**

Dark Forest

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.2m or over to ride. This ride has a maximum height of 1.96m.

### **Seat Restriction:**

The seats for this attraction have a lap bar which can be restrictive, please speak to a member of staff for further assistance.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Leg amputations or missing limbs must not be above the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has a strong magnetic field and is unsuitable for any guest fitted with a pacemaker.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- Suitable for guests with an arm in a cast, a leg in a cast, splint or moon boot if the lap bar restraint can be fully secured.



## **Tree Fu Tom Training Camp**



At the Tree Fu Tom Training Camp, join Tom and friends on an amazing new adventure where play can help transform you into a Tree Fu master!

### **Location:**

CBeebies Land

### **Ride Access entry:**

This attraction is not included in the Ride Access Pass - guests should access the attraction via the entrance.

### **Height Restriction:**

This attraction is suitable for young children. Height restrictions vary; please see the safety signs at the attraction entrance.

### **Seat Restriction:**

Seat restrictions vary; please see the safety signs at the attraction entrance.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.

## **Wicker Man**



Join the chosen ones on the world's most immersive rollercoaster experience to date, unifying cutting edge special effects with classic wooden coaster technology for the first time!

### **Location:**

Mutiny Bay

### **Ride Access entry:**

Guests should access the Ride Access Pass queue at the designated disabled entrance.

### **Height Restriction:**

You must be 1.2m or over to ride.

### **Seat Restriction:**

The seats for this attraction have a lap bar which can be restrictive, please speak to a member of staff for further assistance. There is a test seat located outside of the ride entrance.

### **Additional Restrictions:**

- All guests must meet ALL standard restrictions before riding.
- Wheelchair users must be able to transfer on to the ride unaided.
- Guests must be able to brace with at least three functioning hands/feet to brace against ride forces and remain upright unaided.
- Not suitable for guests with more than one missing limb.
- Can ride with prosthetic limbs as long as they are securely attached.
- Leg amputations or missing limbs must not be above the knee.
- Ride Access Pass users if accompanied by a helper/carer must be aged 14 or over.
- This attraction is 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.
- This attraction has a strong magnetic field and is unsuitable for any guest fitted with a pacemaker.
- This attraction has on-ride photography which will include photo flash and may be unsuitable for guests with photo-sensitive epilepsy and similar conditions.
- This attraction has smoke/fog/misting effects and may be unsuitable for guests with asthma and similar conditions.
- This attraction has a pre-show experience which involves flashing lights, confined spaces and strong smells. If you wish to skip this part of the attraction, please speak to a member of staff just outside the baggage hold.
- Suitable for guests with an arm in a cast, leg in a cast, splint or moon boot if the lap bar restraint can be fully secured.
- If required, guests may need to evacuate this attraction at height on to a steep lift and/or down steps.

# Accommodation, Waterpark, Spa and Extraordinary Golf

## 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 are 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
- 2 x Arctic 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 the Alton Towers Hotel. This has lowered fixtures and fittings, with grab rails and pull alarm cords. The hotel also has two lifts which cover all floors of the hotel.

**Deaf and hard of hearing guests** can 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 are 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).
- 

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** can 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





## 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 are 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

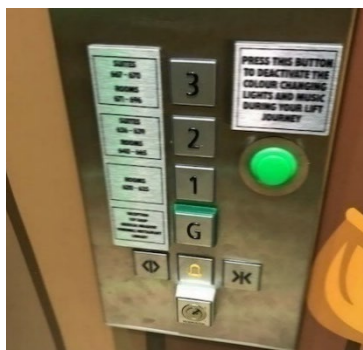
Facilities include:

- 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** can 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



## 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 doorways.

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** can 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.

### 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 stone's 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 facility 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** can collect a device from Reception that will vibrate and light up in the event of a fire alarm activation.

### **General Hotel Information**

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 Waterpark



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

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 and 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. The Attraction operates a strict adult to child regulation policy in order to comply with health and safety standards.

## **Alton Towers Waterpark operates a strict adult to child ratio of:**

One adult (aged 16+) to one child aged 4 or under.

OR

One adult (aged 16+) to two children aged 5, 6 or 7.

- This is to comply with health and safety standards and must be adhered to.
- Please Note: All members of the party must be swimming to fulfil the above ratio. All children under 8 years of age must have a supervising adult (16+) with them in the water at all times.

Children aged 8 - 11 do not fall part of the above ratio, however must be accompanied inside the Waterpark by a responsible adult (aged 16+). Children aged 12 or over can be unaccompanied.

## **Access to Water Slides**

All the waterslides are accessed via a set of steps. The water slides each have their own restrictions which must 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 individual's 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:** Minimum height of 1.1m required.

### **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:** Minimum height of 1.1m required. A maximum 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 & Spa)**

Guests who have a medical history of heart disease, low or high blood pressure, circulatory system problems, obese 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 services 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. Please speak with the Spa reception team should you require this.



## Extraordinary Golf



The 18-hole crazy golf course is fully accessible, with a ramp upon entry. There are no steep areas or steps and there are no loud areas or flashing lights currently. We do have smoke effects on the Hex and Duel holes which may be unsuitable for guests with asthma or similar conditions. Please speak to a staff member for any further information.