



ADVENTURE ISLAND ACCESSIBILITY GUIDE



Appendix 23

Health and Safety Statement from our Managing Director

Stockvale considers the Health and Safety and the well-being of all its customers, visitors and employees to be of fundamental importance in the way we operate our business. We want people to enjoy themselves when they come to any of our premises and go away with a positive image of the company and do so with a very strong sense of feeling safe.

We understand that this cannot happen without extremely motivated, dedicated and well trained staff. We also believe that both our internal and external feedback process, where we obtain the views from our customers and staff, have helped us to develop a strong culture of safety within the group.

We need to learn from all incidents that have or may cause harm to any person, however rare they are, in order to make Stockvale the safest leisure company in the country.

Marc Miller

Managing Director

Stockvale Group



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Adventure Island is committed to promoting an atmosphere of fun within a safe disability assisted environment.

We manage this by:

- Recognising that all visitors and staff have the right to be treated as equally as possible in all areas of the park.
- Being open to all types of recognised disability.
- Making sure that all our staff are aware of our company policy and prepared to assist where possible.
- Keeping up to date with changing legislation and best practice using websites and various leisure and hospitality connections.
- Giving open access to external authorities to examine our policy and enforcement procedures.
- Building links with agencies and focus groups, enabling professional bodies to advise us on additional duties and works.
- Constantly reviewing action plans to update works in hand.
- Continually reviewing our policy to maximise effectiveness.

January

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The U.K.'s No1 Free Admission Fun Park!

ADVENTURE ISLAND

2020

Half Price Ride Bands

FROM 6PM WHEN WE OPEN LATE

ADVENTURE ISLAND FUN PARK
Including Adventure INSIDE is open on all Yellow and Orange days. On light blue days, only Adventure INSIDE is open.

ADVENTURE ISLAND OPEN TILL CLOSING BETWEEN 4PM AND 8PM
At certain times of the year, Adventure Inside will open at 4pm with Adventure Island opening one hour later. Please check website for daily updates.

ADVENTURE ISLAND OPEN TILL CLOSING BETWEEN 8PM AND 10.30PM
At certain times of the year, Adventure Inside will open at 8pm with Adventure Island opening one hour later. Please check website for daily updates. *On certain occasions, we may close earlier than 8pm, please check our website for daily time updates.*

ADVENTURE INSIDE ONLY
(Adventure Island closed)
OPENS 12AM
CLOSING BETWEEN 5PM AND 8PM

ADVENTURE WONDERLAND
Dates and Times to be confirmed closer to the time.

Times are subject to change without notice and may vary during the year. All closing times are correct at point of printing (Dec 2019) but if necessary may be changed to allow sufficient staff to return to the Department of Management. Please note that adverse weather conditions may result in a decision to closing times. Unpublished hours of the park (1000hrs to 1100hrs).

CLOSED CHRISTMAS DAY & BOXING DAY

@adventureislandsouthend/

@adv_island

@adv_island

Visit adventureisland.co.uk or call 01702 443400 for daily closing times.

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Statement & General Terms for Public Safety and Disabled People

The yellow days on the above calendar are our “high season” days, during high season we experience an increased amount of customers. As a result, movement throughout the park can become challenging. Expect the park to be much busier during this time and please take this into consideration when planning your visit with us.

Some of our rides are physically demanding and vigorous. All visitors are invited to discuss the abilities required to use the rides safely and the possibility for reasonable adjustment. If, after considering all reasonable adjustments the risks identified to all visitors cannot be overcome, the company reserves the right to refuse admission to certain rides on the grounds of an individual’s safety, enjoyment and wellbeing.

Not all rides will be suitable for all guests

We have been advised that refusal on the grounds of Health and Safety does not constitute discrimination in any way.

We hope that you understand and accept the decisions made in the interest of your safety and the safety of others.

This guide will assist our guests with disabilities to ensure that they have a safe and fun day out. We want all our guests to get the most out their visit to Adventure Island and enjoy as many of our rides and facilities as possible.

This guide has been produced to give you a full and realistic picture of our attractions, detailing issues, ride restrictions, details of ride evacuations and the requirements for helpers/carers to accompany guests.

Hopefully this, along with general ride restrictions detailed on signage at the rides, will enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

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Parking

Adventure Island does not have any kind of parking for visiting guests. However, there is a large drop off point outside the park's main west entrance and we are close to large public car parks with lift and slope facilities.

There are plenty of pay & display car parks in Southend with designated parking for those with a disability:

Royal Shopping Centre

Covered, multi-story parking adjacent to Park Inn hotel Pay on return charges apply.

Street Parking

Town Centre and seafront parking is available. Pay & Display charges apply with free parking after 6pm.

Don't forget to display a valid blue badge in your vehicle.

If you have a disabled parking badge, there are adequate provisions provided outside our park within a short distance of all our main entrance points.

Entrance/Exits

The East, West and Central main entry points offer slopes and steps. There are no turnstiles to enter the park. The slopes coming into the park are above a 10% gradient so it is recommended that a carer assist with entry and exit.

Entry/Exit via Adventure Inside is via an access lift.

Our West Entrance is also our delivery entrance and there is a bollard within the centre to prevent any vehicles from driving down within open hours. It is however wide enough for wheelchair access.

Entrance Gates are closed in a staggered manner in the interest of Health and Safety and Crowd Management, starting approximately 30 minutes before the park closes, the order is as follows:

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- Adventure Golf Entrance – Closes 30 minutes before park
- East Entrance (opposite Rage) – Closes 20 minutes before park
- Adventure Inside – Closes 15 minutes before park
- Three Shells Entrance – Closes at park close

All of the above times are approximate, and we would advise guests with mobility impairment to take the above into consideration when planning their visit.

Ticket and Wristband Sales

There are three main ticket and wristband purchase points, one located East of the Park (opposite Rage), one located on the West (opposite Crooked House) and one within Adventure Inside. Whilst both are wheelchair accessible, the West Ticket Box is also where Customer Services is located, should you require further assistance. Customer Services and Adventure Inside have hearing loop facilities.

The park's current policy on ticket and wristband sales for disabilities entitles the carer to a wristband of equivalent value for half price of the in-park rate. Please note that carers must be over the age of 16 to be responsible for anyone they wish to accompany, assist and care for.

Guests may have two carers per person. The carer's wristband entitles the wearer access to rides only when accompanying the person being cared for.

Carer's bands can only be purchased at Customer Services and will only be issued with proof, such as a DLA Letter or carer's card.

We also offer a carer's Annual Pass. The Annual Pass will be assigned to the person that needs assistance and then different carers can accompany them on separate visits. Please note that only one wristband will be issued per annual pass per day. The carer's Annual Pass is half price of the Annual Pass price.

For group or advance bookings, or for further information please call customer services on **01702 443400**. Customer Services can also advise you on the best visiting periods to avoid queuing.

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Medical Assistance Dogs

Due to the nature and environment of a theme park, we have strict guidelines to follow when guests bring dogs in to the park. Dogs without intense training can find Adventure Island, with the noise and flashing lights, very stressful and may cause the animal to act out of nature. As owners of a fun park, our responsibility, to all our customers, is to ensure that the environment is safe and all hygiene measures have been met. We therefore have a criteria for any dog entering the park, as follows:

All dogs must be registered medical assistance dogs.

All dogs must be highly trained (with at least 4 years training). Proof, in the Form of an I.D. book, will be required.

They must not wander freely around the park and must sit quietly on the floor

Next to their owner.

All dogs must wear a recognisable harness and identifying coat.

Dogs must be muzzled at all times.

Wheelchairs

All wheelchair users must provide their own assistant. Wheelchairs can be obtained locally from Southend Tourist Information Centre. Advanced notice is required and you can book by calling 01702 215120. (Subject to availability)

First Aid

The First Aid Station is located at the far west of the park by the Helter Skelter; many members of our team are first aid trained. If you require first aid, please contact Customer Services or one of our security team who are located throughout the park and clearly identified by their uniform.

There is also a secondary first aid post located within Adventure Inside for more minor first aid situations.

Toilets

All of our toilets have a disabled facility. They are located on the far east of the park by the Dining-Saurs Cafe, in the centre of the park by the east entrance slope (next to the Green Scream Roller Coaster), and also at the far

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west of the park. All toilet facilities have automatic taps. There are also baby changing units provided at all three sites. Please see the park map for further reference to locations.

Telephone

There are pay phones located outside the park at the west entrance and also situated between the golf and east entrance.

Arcades

There are two arcades. The Mega City Arcade is located on the west side of the park and the Feelgoods Prize Arcade is located centrally by the East side ticket box and under the restaurant Feelgoods. Both are wheelchair accessible and amenable. Guide dogs are welcome, subject to leads and harnesses. The arcades are both well illuminated and have permanent assistance available as they are fully staffed at all times.

Restaurants and Shops

The two main on-site restaurants are the Dining-Saurs Cafe and Feelgoods Diner. Both are wheelchair accessible although the Dining-Saurs Café has dim lighting for effect, Feelgoods may be the preferred option for those with visual impairments. Guide dogs are permitted.

There are several other catering outlets offering healthy choices as well as fast food options. All are considered wheelchair accessible.

Sands by the Sea and the Three Shells Café are wheelchair accessible and have slopes should you require them.

All Shops and Retail Outlets are wheelchair accessible, in well illuminated areas with staff on hand to assist.

Ride Access

We are unable to provide helper/companion facilities to gain access to or from rides and therefore all wheelchair users must provide their own carers, although we will assist where it is safe to do so. However, we do provide a half price wristband for helpers/companions on a one to one or two to one basis. Your helper/companion will be expected to assist you for the duration of your visit, including lifting to gain access to rides where required. That person must also be able to assist in the event of a ride evacuation. This person must be over 16 years of age.

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If you either use a wheelchair or have artificial limbs you must study the rides and consider our recommendations. Please also make your own informed choice based on your own disability or injury before deciding to ride. Expectant mothers, those with neck, back or heart conditions and those who have had recent surgery or an injury should also study the rides before choosing to ride.

Rides are governed by height restrictions and Customer Services at the West Ticket Box will be able to assist with height confirmation and will issue you with a stamp confirming your height. Not all rides will be suitable depending on your type of disability and information boards can only advise you. Our height restrictions range from 1 meter in height to 1.5 meters in height. Certain rides have a maximum height limit but all rides have a minimum height requirement.

Please do not ask our ride hosts to assist in lifting in any way or to break strict ride codes; they are in place for everyone's safety. In addition to the ride information boards, we strongly suggest you observe the rides in motion before making your decision whether to ride. We are a Free Admission Theme Park and welcome guests to have a look around and see what is suitable before buying a wristband or tickets. If booking in advance, details, images and videos of our rides can be found at www.adventureisland.co.uk or on our Social Media channels such as Facebook, Twitter, Instagram and YouTube.

Queue assist policy

We welcome visits from guests with disabilities and will do everything possible to ensure they have a safe and pleasurable visit and are able to participate in as many activities as possible. There is a queue assist scheme for any visitor who requires assistance, although there is no fast track system in operation within the park. Any guest who requires assistance for whatever reason, whether they are unable to understand the concept of queuing or have a disability are asked to wait with either a carer in the queue and the guest nearby or both queue normally. If for any reason this is not possible we will allow both the guest and carer to wait at the exit. The ride operator then has the discretion to allow them to access the ride at an appropriate time, when it is seen to be fair to the other guests who have queued. Once allowing them to enter, we will direct the person requiring assistance and carer to the seats closest to the exit and continue to load the ride.

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Some guests because of their particular disability may require more than one carer to accompany them to ensure safety. In these circumstances the second carer can ride alone and sit behind the first carer and the disabled person. We also provide half price wrist bands for carers as a concession.

For reasons of ride balancing and evacuation procedures, the number of disabled guests on certain rides at any one time may be restricted. If you are in a large group, it may be advisable to separate into smaller numbers.

In certain situations (such as extreme weather conditions, mechanical problems or power interruptions) it may be necessary for riders to be evacuated from a ride, possibly from the highest point. Please refer to the individual ride recommendations to see what this involves.

Please note that safety to all staff and visitors is of paramount importance to us and we will endeavour to make your visit as pleasurable as possible. However, some rides regrettably may be considered inadaptable for your needs. We have an ongoing maintenance programme and will make adaptations where possible, as soon as it is possible. Please use the form at the back to voice any views, opinions, suggestions or concerns you may have, this form can then be handed into Customer Services or sent into us at: Adventure Island, Sunken Gardens, Western Esplanade, Southend-on-Sea, Essex, SS1 1EE.

We value all feedback, as it continually helps us to improve the level of service we offer to all guests. As well as completing the attached form, you can also email us on feedback@stockvale.co.uk or call our team on 01702 443400.

Signage





The following signs are stated recommendations and our guidelines only. Please ensure your disability meets the rides safety directive.









As with all rides, disability signs are for your consideration and are the park's recommendations only. Observe the ride before entering and do so at your own risk. Please also consider any spinal, neck, heart problems, nervous disorders or motion sickness problems.

Ride Recommendations







Blue Band Rides

Ride	Ride Access via...	Notes and Restrictions
Axis 	Ride Entrance- Ramp Ride Exit- Ramp	<p>This ride is a massive pendulum wing, with a central rotating column.</p> <p>Overhead Harnesses secure riders in position</p> <p>You must be able to sit upright unassisted and have full use of your arms and hands.</p> <p>This is a demanding ride; guests who are afraid of heights should not ride. Expectant mothers and anyone with a nervous or anxious disposition should also refrain from riding.</p> <p>Weight limit maximum 17 stone Maximum Height 190cm</p> <p>Minimum Age requirement 10 years old</p>
Archelon 	Ride entrance – Ramp via turnstile Ride exit - Ramp	<p>This ride is a massive rotating swing with rise and subtle fall.</p> <p>Ride restraint is limited to a lap bar, so strong upper and lower body strength is essential.</p> <p>You must be able to sit upright unassisted and have full use of your arms and hands.</p> <p>Carers should be able to lift/transfer the disabled guest from a platform into a raised seat.</p>
The Claw  	Ride entrance – 3 x Steps Ride exit – 3 x Steps	<p>The motion of the ride is a spinning sensation with rise and fall; you will also be turned upside down four times whilst spinning.</p> <p>There are steps onto the platform to this ride at various intervals.</p> <p>This ride is only recommended for people with full body control and in good health.</p>


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		Carers should be able to lift/transfer a disabled rider from a platform into a raised seat.
Rage   	Ride entrance – Ramp, with sharp corners Ride exit - Ramp	<p>The motion of the ride is that of a rollercoaster combined with a steep vertical climb, 97 degree drop, twists, turns and loops at rapid speeds. You will be upside down three times during the ride. This ride is only recommended for people with full body control and in good health.</p> <p>The evacuation process requires guests to be able to navigate both narrow steps and/or transfer themselves from the ride car to an evacuation platform. Guests must be able to walk unaided for 25 metres or more.</p> <p>This is a demanding ride; guests who are afraid of heights should not ride. Expectant mothers and anyone with a nervous or anxious disposition should also refrain from riding.</p> <p>Flash photography is in use on this ride.</p>
Ramba Zamba  	Ride entrance – 9 x steps via turnstile Ride exit – 9 x steps	<p>The ride motion is spinning whilst on a backward and forward vertical climb.</p> <p>Back assisted bars lock you onto a belted seat.</p> <p>Whole body strength is essential and this ride is not recommended for expectant mothers</p>
Sky Drop 	Ride entrance – 6 x steps Ride exit – 6 x steps	<p>The motion is a steep rise and sudden drop.</p> <p>Riders will require full upper body strength and the ability to grip the shoulder bars of this ride.</p> <p>This is a demanding ride; guests who are afraid of heights should not ride. Expectant mothers and anyone with a nervous or anxious disposition should also refrain from riding.</p>





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<p>Tidal Wave</p> <div data-bbox="148 219 379 342">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 365 379 488">  <p>not accessible to wheel- chair users with carer</p> </div> <div data-bbox="148 510 379 633">  <p>not suitable for guests with sight impairment</p> </div>	<p>Ride entrance – Large flight of stairs</p> <p>Ride exit – Step and ramp</p>	<p>Motion of this ride is a fast, steep, open air water slide, or a curved, closed water slide.</p> <p>Guests must be able to walk unassisted due to the nature of the steps leading up to the ride station. Entry is via the main ride entrance only, there is no exit access.</p> <p>The Green Terror Tube is not recommended for partially sighted guests due to low light levels.</p> <p>Strong upper body strength for both Green and Blue slides is recommended. You must be able to sit upright unassisted.</p> <p>Carers may have to assist with lifting disabled guests a short distance into the boats on embarking, and lifting them out of the boat at floor level when disembarking from the ride.</p>
<p>Time Machine</p> <div data-bbox="148 1102 379 1225">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 1247 379 1370">  <p>not accessible to wheel- chair users with carer</p> </div> <div data-bbox="148 1393 379 1516">  <p>caution! flash or strobe lighting</p> </div>	<p>Ride entrance – 1 x step via turnstile</p> <p>Ride exit – 1 x step</p>	<p>The motion of the ride spins and lifts up at an angle. It twists, turns and goes upside down at rapid speeds.</p> <p>Guests must have strong lower body strength and be able to hold onto the lap bar.</p> <p>The ride has a step at the entrance and exit to gain access. The platform is slanted to 28-30 degrees, making it unsuitable for wheelchairs and those with walking difficulties. Guests with walking difficulties will have to be aided to the ride cars by a carer. The carer will have to assist with lowering a disabled guest to the ride car (at floor level), and lifting them from it.</p> <p>Those with neck, back or shoulder problems should refrain from riding. Expectant mothers and anyone with a nervous or anxious disposition should also refrain from riding.</p>






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Vortex 	<p>Entrance – Steep ramp via turnstile</p> <p>Exit –</p> <p>Steep ramp</p>	<p>The ride motion is fast and erratic with twists and turns.</p> <p>There is a step up to the ride car and carers will have to be able to lift a disabled rider to and from the ride car.</p> <p>Guests will require strong upper and lower body strength and must be able to sit upright unassisted.</p>
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Green Band Rides

Ride	Ride Access via...	Notes and Restrictions
Barnstormer 	<p>Entrance – Steep ramp with tight corners</p> <p>Exit –</p> <p>Steep ramp with two tight corners</p>	<p>This ride is a rollercoaster with tight twists and turns.</p> <p>The seat restraints are lap bars. Therefore, you will require a strong upper and lower body strength and you must be able to sit upright unassisted.</p> <p>The ride cars are low on the platform. A carer will have to be able to lift a disabled rider into and out of the ride cars.</p>
Cow Jump 	<p>Entrance –</p> <p>1 x step via turnstile</p> <p>Exit –</p> <p>1 x step</p>	<p>The ride is a smooth vertical circular motion clockwise and anticlockwise.</p> <p>The restraints for this ride are lap bars. You will need to have good lower body strength and be able to grip the lap bar. The lap bar may prove inconvenient to expectant mothers and larger riders.</p>
The Dragon  	<p>Entrance –</p> <p>3 x steps via turnstile</p> <p>Exit –</p> <p>3 x steps</p>	<p>The nature of the ride is a high speed roundabout with an up and down motion, both forwards and backwards.</p> <p>Seat restraints for this ride are lap bars. A strong upper and lower body strength is essential and you must be able to sit upright unassisted.</p> <p>The ride carriage is low in the platform. Carers may have to assist disabled guests in and out of the ride carriage.</p>



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<p>Drop & Smile</p> 	<p>Entrance – 4 x steps via turnstile</p> <p>Exit – 4 x steps</p>	<p>The nature of the ride is a vertical rise with sudden drops.</p> <p>The seat restraint for this ride is a lap bar. Guests must be able to hold the lap bar and sit upright. The lap bar may prove uncomfortable for expectant mothers or larger riders.</p> <p>Guests who are afraid of heights should refrain from riding. Expectant mothers should refrain from riding.</p>
<p>Fireball</p> 	<p>Entrance – 4 x steps via turnstile</p> <p>Exit – 4 x steps</p>	<p>The ride motion is a smooth, vertical, circular motion.</p> <p>The seat restraint for this ride is a lap bar. You will need to be able to sit upright unassisted and grip the lap bar.</p> <p>Carers may need to lift disabled guests into and out of the ride chairs, which rest a little way above the platform.</p>
<p>Green Scream</p>   	<p>Entrance – Ramp via turnstile</p> <p>Exit – Ramp</p>	<p>This is a rapid rollercoaster with sharp bends.</p> <p>The seat restraint for this ride is a lap bar. Strong upper and lower body strength is essential and you must be able to sit upright unassisted and grip the lap bars.</p> <p>The ride carriage is low in the platform. Carers must be able to lift a disabled rider to and from the ride carriage where needed.</p> <p>In the event of an evacuation, riders may need to navigate a number of steps to exit. So riders will need to be able to walk 25 metres or more unaided.</p> <p>Guests who are afraid of heights should refrain from riding.</p> <p>Flash photography is in use on this ride.</p>



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<p>Mighty Mini Mega</p> <div data-bbox="148 224 379 342">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 369 379 488">  <p>not accessible to wheelchair users with carer</p> </div>	<p>Entrance –</p> <p>A large number of steps, over three flights.</p> <p>Exit –</p> <p>Two flights of stairs, exiting through Mega City Arcade.</p>	<p>The ride is a rollercoaster with tight twists and turns.</p> <p>The seat restraints are lap bars. Strong upper and lower body strength is essential and you must be able to sit upright unassisted and grip the lap bars.</p> <p>Riders must be capable of walking unaided and disabled guests must join the main queue line for this ride.</p> <p>In the event of an evacuation, riders may need to navigate a number of steps to exit.</p> <p>Guests must be able to walk unassisted due to the nature of the steps leading up to the ride and the queuing on the ride.</p>
<p>Over the Hill 2: Spooksville</p> <div data-bbox="148 1153 379 1272">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 1299 379 1417">  <p>not accessible to wheelchair users with carer</p> </div> <div data-bbox="148 1444 379 1563">  <p>caution! flash or strobe lighting</p> </div> <div data-bbox="148 1590 379 1709">  <p>not suitable for guests with sight impairment</p> </div>	<p>Entrance –</p> <p>1 x flight of stairs, followed by narrow balcony and another flight of stairs. Low light levels in queue.</p> <p>Exit –</p> <p>1 x step</p>	<p>The nature of the ride is a ghost train through dimly lit themed scenes.</p> <p>The seat restraints for this ride are lap bars. Guests must be able to grip the lap bars, and sit upright unassisted.</p> <p>The evacuation process requires guests to be able to descend down two steps and walk alongside the ride track to the exit platform. Guests must be able to walk unaided for 25 metres or more.</p> <p>This ride is not recommended for partially sighted guests as dim lighting is used for effect. Please be aware that there is also some minor strobe lighting in use.</p> <p>Those with a nervous disposition should refrain from riding.</p>




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Pharoah's Fury 	<p>Entrance – 3 x steps via turnstile</p> <p>Exit – 3 x steps</p>	<p>The ride motion is swift with backward, forward and turning motions. G-force is in effect, pushing riders outwards of the centre of the ride.</p> <p>The seat restraints for this ride are lap bars. The seats are spacious. Whole body control is essential for this ride.</p> <p>Seats are some distance above the platform. Carers must be able to assist disabled riders through lifting them to and from the ride, where required. We recommend that carers sit on the furthest outward seat of the ride car.</p>
Sk8boarda 	<p>Entrance – 6 x steps via turnstile</p> <p>Exit – 6 x steps</p>	<p>The ride is a smooth swaying motion, with backwards and forwards motion with slight variations of turning.</p> <p>The restraint for this ride is a lap bar. You will need to have good lower body strength, be able to sit upright and be able to grip the lap bar. The lap bar may prove inconvenient for expectant mothers and people of a larger size.</p> <p>The rows of seats to the front and back are raised further from the platform than the middle rows.</p>




Red Band Rides

Ride	Ride Access via...	Notes and Restrictions
American Whip  	<p>Entrance – 3 x steps via turnstile</p> <p>Exit – 3 x steps</p>	<p>The nature of the ride is a fast jerking motion.</p> <p>The seat restraint for this ride is a lap bar. Guests must be able to sit upright and grip the lap bar.</p> <p>The motion of this ride may prove unsuitable for expectant mothers. We recommend that expectant mothers refrain from riding.</p> <p>This ride requires guests to be able to support their own body weight.</p>


Appendix 23

<p>Big Wheel</p>	<p>Entrance – Ramp</p> <p>Exit – Ramp</p>	<p>This ride is a smooth rotating wheel.</p> <p>The doors to the ride cars are narrow; some guests may require assistance in entering and exiting. Carers must be able to assist disabled riders where required in terms of lifting and support. The ride pods are ‘free swinging’ and there may be a degree of pod movement when loading and unloading.</p> <p>Guests who are afraid of heights should refrain from riding.</p>
<p>Choo Choo Train</p>	<p>Entrance – 1 x step via a narrow gate</p> <p>Exit – 1 x step via a narrow gate</p>	<p>The nature of this ride is a simple, slow train on a circular track.</p> <p>The ride carriages are small and have small, narrow doorways. There is also a step up to the ride carriage. The doors to the rear of the carriage are wider than those at the front.</p> <p>Carers must be able to assist disabled riders with entering and exiting the ride carriage.</p>
<p>Crooked House</p> <div data-bbox="145 1321 379 1440"><p>not suitable for guests with severe limb amputations</p></div> <div data-bbox="145 1467 379 1585"><p>not accessible to wheelchair users with carer</p></div> <div data-bbox="145 1615 379 1731"><p>not suitable for guests with sight impairment</p></div>	<p>Entrance –</p> <p>1 x step</p> <p>Exit –</p> <p>Steep staircase</p>	<p>This ride is a walk around interactive experience, with dimly lit themed scenes.</p> <p>The ride consists of a narrow entrance with sloped floors and tight corners. There is a steep staircase at its exit. Therefore, the ride is not wheelchair accessible. Riders must be able to walk unaided.</p> <p>The ride is dimly lit and has a steep inner climb.</p> <p>We do not recommend this ride to those with a nervous disposition.</p>







Appendix 23

Flying Jumbos	<p>Entrance – 1 x step</p> <p>Exit – 1 x step</p>	<p>The ride is a smooth rise and fall roundabout.</p> <p>The ride carriage is high up from the platform. Carers must be able to assist disabled guests into and out of the ride cars through lifting where required.</p>
Jumping Jolly Rogers	<p>Entrance – 4 x steps</p> <p>Exit – 4 x steps</p>	<p>The nature of this ride is a slow roundabout with gentle bumps.</p> <p>The ride carriages are designed for low level access. Carers must be able to assist disabled guests into and out of the ride cars through lifting where required.</p>
Kiddi Koasta <div data-bbox="148 1111 379 1234">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 1256 379 1379">  <p>not accessible to wheel- chair users with carer</p> </div> <div data-bbox="148 1402 379 1525">  <p>caution! flash or strobe lighting</p> </div>	<p>Entrance – 16 x Steps</p> <p>Exit – 16 x `Steps</p>	<p>The ride motion is a rollercoaster with turns.</p> <p>The seat restraint is a lap bar. Guests must have good overall body strength. Guests must be able to sit upright unassisted and grip the lap bar.</p> <p>In the event of an evacuation, riders may need to navigate a number of steps to exit.</p> <p>There is flash photography in use on this ride.</p> <p>We do not recommend this ride to expectant mothers or those with back trouble.</p> <p>This ride requires guests to be able to support their own body weight.</p>



Appendix 23

<p>Lighthouse Slip</p> 	<p>Entrance – Steep vertical stairway</p> <p>Exit – 1 x step upon completion of ride.</p>	<p>The ride consists of a simple circular slide from top to bottom. The slipway is quite narrow.</p> <p>This ride is not wheelchair accessible due to the steep vertical climb. Disabled guests must queue in the queue line, and must be capable of walking and climbing the staircase unaided.</p> <p>Guests must have good overall body strength and be able to grip a ride mat.</p>
<p>Magic Monsters</p>	<p>Entrance – Small step via turnstile</p> <p>Exit – Small step</p>	<p>The ride movement is a roundabout effect with minor bumps.</p> <p>Assistance may be required to get in and out of the carriages. Each seat has its own seatbelt.</p>
<p>Viking Boats</p>	<p>Entrance – 4 x steps via turnstile</p> <p>Exit – 4 x steps</p>	<p>The ride is a smooth roundabout with a mild tidal effect.</p> <p>Assistance may be required to enter and leave the boats.</p>
<p>Adventureville</p>	<p>Entrance – Sloped</p> <p>Exit - Sloped</p>	<p>The ride is a train-based story-telling ride.</p> <p>There is a small section of the ride, which slightly tilts the carriage.</p> <p>This ride requires guests to be able to support their own body weight.</p>

Adventure Inside

Play Stack   	Entrance – Via Gate Exit – Via Gate	<p>This is multi-storey soft play centre, featuring slides, ball pits, obstacles, etc. Suitable for children aged 4-10 years.</p> <p>Guests will need full use of their entire body due to the steep climbs, slides and obstacles.</p> <p>This ride is not wheelchair accessible due to the many obstacles. Disabled guests must be able to walk unaided to experience this attraction.</p> <p>Guests who are afraid of heights should refrain from entering.</p>
Play Pod  	Entrance – Via Gate Exit – Via Gate	<p>This is single storey soft play centre, featuring slides, ball pit, obstacles, etc. Suitable for children aged Under 4 years.</p> <p>This ride is not wheelchair accessible due to the nature of the attraction.</p>
Smiles Per Galleon 	Entrance – 5 x Steps Exit – 5 x Steps	<p>The ride is a swinging pirate ship, that will give riders the sensation of floating out of their seat.</p> <p>The restraint for this ride is a lap bar. You will need to have good lower body strength, be able to sit upright and be able to grip the lap bar.</p> <p>Assistance from carer may be required to get in and out of the carriages.</p>

Appendix 23





<p>Pirate Plunge</p>  <p>not suitable for guests with severe limb amputations</p>	<p>Entrance – Small step</p> <p>Exit – Small step</p>	<p>The nature of the ride is a vertical rise with sudden drops, whilst spinning.</p> <p>Seat restraints for this ride are an over the shoulder restraint. Guests must be able to hold the restraint and sit upright. The restraint may prove uncomfortable for larger riders.</p> <p>Guests who are afraid of heights should refrain from riding. Expectant mothers should refrain from riding.</p>
<p>Dune Buggies</p>  <p>not suitable for guests with severe limb amputations</p> <p>Requires guests to be able to support their weight</p>	<p>Entrance – Via Gate</p> <p>Exit – Via Gate</p>	<p>The ride is spinning motion with a bouncing motion.</p> <p>The ride carriage is high up from the platform. Carers must be able to assist disabled guests into and out of the ride cars through lifting where required.</p> <p>Due to the bouncing nature of the ride, guests must be able to sit upright unaided.</p>
<p>Carousel</p>	<p>Entrance – 1 x step</p> <p>Exit – 1 x step</p>	<p>The ride is a classic carousel attraction, with both static and moving seating.</p> <p>Various seating is available with either moving horses or static seats; guests wishing to sit on one of the horses will require full body use. Those wishing to sit on a static seat, will require the ability to sit upright unaided.</p> <p>Assistance of a carer may be required with regards to assisting a disabled guest onto and off the ride.</p>



Pay As You Play Attractions

Ride	Ride Access via...	Notes and Restrictions
Adventure Golf	<p>Entrance – Level with ground, narrow entrance.</p> <p>Exit –</p> <p>Via two gates, level with ground, narrow walkway.</p>	<p>Adventure Golf is located at the far eastern end of the park.</p> <p>There are two 9-hole courses, one on a lower level and one on an upper level. The upper course features a large amount of steps and narrow walkways and is therefore inaccessible to wheelchairs.</p> <p>The lower course has been adapted for wheelchairs with the assistance of a carer. Please note that some of the paths and courses may be narrow in places.</p>

Appendix 23

<p>Dodgems</p> <div data-bbox="148 224 379 342">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 369 379 488">  <p>not suitable for guests with sight impairment</p> </div>	<p>Entrance – narrow queue line, 2 x steps</p> <p>Exit – 2 x steps</p>	<p>The nature of the ride is a self-operated driving game with self-steering and pedal control. You will also need to tolerate major bumping.</p> <p>Each rider has their own individual seatbelt. Full body strength is required and guests must be able to sit upright without assistance.</p> <p>Good eye sight is essential; therefore this ride is not suitable for those with visual impairment. Carers must be able to assist disabled riders into and out of the dodgem car.</p> <p>Subject to your disability, you may be restricted to being a passenger only. This ride is not recommended for expectant mothers and those with back trouble.</p>
<p>Go-Karts</p> <div data-bbox="148 1046 379 1164">  <p>not suitable for guests with severe limb amputations</p> </div> <div data-bbox="148 1191 379 1310">  <p>not suitable for guests with sight impairment</p> </div>	<p>Entrance – Via a number of steps.</p> <p>Exit – Via a number of steps.</p>	<p>The Go-Karts are operated with self-steering and pedal control. You will also need to tolerate limited bumping.</p> <p>Each rider has their own individual seatbelt. Full body strength is required and guests must be able to sit upright without assistance. Good eye sight is essential; therefore this ride is not suitable for those with visual impairment.</p> <p>Carers must be able to assist disabled riders into and out of Go-Kart.</p> <p>Subject to your disability, you may be restricted to being a passenger only.</p>



Comments & Feedback

Name:

Address:
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Date of Visit:/...../.....

Tel:.....

Email:.....

Nature of disability/s:
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Comments/Suggestions/Feedback:
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Adventure Island welcomes and values your comments and feedback. We have regular reviews on how we can develop, upgrade and improve our disabled facilities, making them easier to access and more enjoyable for all our guests.

We will endeavour to act upon any constructive comments where it is necessary to do so.

Thank you for taking the time to give us your feedback.