



# Access Guide

**Large groups of disabled guest visiting the Park are advised to contact our Customer Services team, ideally prior to their visit, for further advice on access and facilities.**

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 of reasonable adjustments. Individual ride access issues are detailed as part of this guide and can be found on the website.

For more information or to contact the Customer Services Team visit [www.lightwatervalley.co.uk](http://www.lightwatervalley.co.uk)

# WELCOME

This guide has been designed to assist all our guests to ensure that you have a safe and fun packed day out.

We want all our guests to make the most of their visit to the park and enjoy as many of our rides and attractions as possible.

This guide has been produced to give you a full and realistic picture of our rides and attractions, detailing access issues, ride requirements and details of ride evacuations. Hopefully this, along with general ride advice detailed on signage at the rides, **will enable you to assess your own abilities and make an informed decision about which rides and attractions you are able to, or wish to use.**

## **Parking**

- The Disabled car park is situated directly adjacent to the park entrance.
- Parking is clearly marked and available to blue badge holders only. (Please contact Reception or Visitor Services if this would cause a problem.)
- There are spaces for mini – buses.

## **Buying tickets/entering the park**

- Those who are unable to enjoy the full facilities of the park will be able to purchase discounted tickets to the park for themselves and up to two helpers.
- If you need assistance with purchasing your tickets, please speak to any member of staff at the admissions area.
- A hearing loop system is operated at the individual pay kiosks and at Visitor Services.

## **Visitor Services**

- Located in the Market Square, we should be your first point of call during your visit.
- We will be able to offer advice on ride and attraction access and requirements, issue preferential ride access wristbands where queuing would cause unnecessary discomfort or distress, and further advice on facilities for disabled guests.
- A4 page magnifiers and easy grip pens are available.
- If you encounter any problems during your visit please inform us.

## **Toilets**

- Accessible toilets are available throughout the park at:
- The Bungalow situated immediately in front of the Disabled car park.

- In the Market building towards the Theatre entrance.
- At the Fort area near to the Fort train station.
- At Whistle stop train station area.
- Please see the park map for locations or ask any member of staff for directions.

### **First Aid**

- The First Aid room is situated on the outside of the Market Square building opposite the Birds of Prey Centre.
- There is refrigeration available for medicines if required.
- NOTE that our first aid staff are not trained or qualified to administer or dispense any medicines.
- As well as the dedicated first aid staff there are a number of park staff qualified to assist in emergencies.

### **Ride Access**

- Guests for whom queuing would cause unnecessary discomfort or distress, may visit our Visitor Services Office (located in Market Square) where they may be able to receive preferential ride access wristbands. These wristbands allow preferential access to the rides via entry points designed for ease of access. Those are detailed in this guide.
- Please note that helpers/companions will not be allowed preferential access unless they are accompanying a guest, for whom queuing would cause unnecessary distress or discomfort, onto the ride.
- When arriving at the access point to the ride, please ensure a ride operator or attendant knows you are waiting.
- In certain situations (such as extreme weather conditions, mechanical problems or power interruptions), it may be necessary for guests to be evacuated from the rides, possibly from the highest point. Depending on each individuals abilities this may compromise their safety and the safety of others.
- The icons C and X are used in the table accompanying this guide to indicate what is involved in evacuations and whether particular rides are suitable for you to ride.
- Those with preferential wristbands are asked to access rides in groups of eight or less so that other queuing guests are not disadvantaged.

### **Ride Safety**

- This guide contains extra information that may be relevant to disabled guests, and it is in addition to general ride requirements (including height, size, and loose item advice) that are applicable to all guests. These general requirements are detailed on information signs at the entrance to the rides and on the website [www.lightwatervalley.co.uk](http://www.lightwatervalley.co.uk). It is the responsibility of all guests to check these before deciding to ride.

- Ride Manufacturers stipulate that some rides are unsuitable for guests with heart, neck or back conditions, or expectant mothers, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions.
- 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, and the icons B and H in the table accompanying this guide indicate on which rides they apply. All rides require guests to keep their arms and legs inside the ride carriages, and remain seated at all times.
- Not all rides are suitable for all Guests. Each ride has strict operating requirements that all riders must meet.
- All our staff are trained in disability awareness and basic communication skills. Our operators will give full instructions but they are not trained to assist in the lifting or transfer of disabled guests.
- Helpers must also be able to communicate any safety advice and messages.
- **As well as taking note of the ride requirements, we strongly recommend where possible you watch our rides and attractions in motion before making a decision on whether to ride.**

## **Restaurant and shops**

- If you require any assistance when visiting any of our shops or restaurants e.g. to access items or for table service, please do not hesitate to ask for assistance from a member of staff and we will be happy to help!

**The provision of admission discounts and preferential access wristbands is entirely at the discretion of Lightwater Valley Attractions Limited.**

Please note that the manufacturers height, size, and other safety requirements apply and are there for your safety. These are displayed on the park map and on signage at the rides and attractions, and should be read in conjunction with this guide.

**We treat all our guests as individuals and all of our staff are trained to take this into account when considering the guidelines in regard to access and safety.**

If for safety reasons access to a ride or any other service is denied and you dispute that decision please contact Visitor Services and a senior member of staff will speak to you in an attempt to resolve the situation.

**Lightwater Valley strives for continual improvement and we would welcome any comment you would like to make to help us improve our service and facilities. These can be made on the day of your visit to Visitor Services or by contacting us at [www.lightwatervalley.co.uk](http://www.lightwatervalley.co.uk)**

**Enjoy your visit**

Ride Name	Safety Codes	Notes and requirements
The Ultimate	<p style="text-align: center;">X</p> <p style="text-align: center;">H</p> <p style="text-align: center;">B</p>	<p>The entrance for those with preferential wristbands is through the Ultimate Arcade and via the exit steps to the platform area. Total number of steps 15. Disabled guests are directed to the rearmost carriages to assist should there be a need to evacuate the ride.</p> <p>In event of an evacuation being necessary the riders need to be transferred via a steep ramp from heights of up to 24 metres.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>
The Rat	<p style="text-align: center;">X</p> <p style="text-align: center;">H</p> <p style="text-align: center;">B</p>	<p>The entrance and exit to this ride is via a cylindrical tunnel and two flights of steps. Total number of steps on entrance 21, on exit 30.</p> <p>This ride is in total darkness. Guests with sensory impairments may be affected by darkness and disorientation.</p> <p>In event of an evacuation being necessary the riders need to be transferred via a steep ramp or ladders from heights of up to 19 metres.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>
Twister	<p style="text-align: center;">X</p> <p style="text-align: center;">H</p> <p style="text-align: center;">B</p>	<p>The entrance for those with preferential wristbands is via the Twister photo shop and up three steps to the platform.</p> <p>In event of an evacuation being necessary the riders need to be transferred via a steep ramp or ladders from heights of up to 15 metres.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>

Ride Name	Safety Codes	Notes and requirements
Wild River Rapids	<p style="text-align: center;">X</p> <p style="text-align: center;">H</p> <p style="text-align: center;">B</p>	<p>There is no separate entrance for those with preferential wristbands. There are 5 steps up to the ride platform and 5 steps to exit the ride. The boats are constantly moving through the loading area and passengers, board and exit moving boats.</p> <p>In event of an evacuation being necessary the riders need to be transferred via a steeply ramped conveyor belt up to 19 metres or along water troughs.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>
Eagles Claw	<p style="text-align: center;">H</p> <p style="text-align: center;">B</p>	<p>The entrance for those with preferential wrist bands is via the entrance queue. Access onto and off the platform is via ramps. Some guests may find access onto the ride seats difficult because of the height from the platform.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>
The Skyrider	<p style="text-align: center;">H</p>	<p>The entrance for those with preferential wristbands is via the entrance queue. Access onto the platform is via 4 steps. Some guests may find access onto the seat difficult because of its height from the platform and its instability.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p>
The Big Wheel	<p style="text-align: center;">H</p>	<p>The entrance for those with preferential wrist bands is via the entrance queue. Access to the platform is via three steps. There is a further step from the platform to the gondola. There is restricted width on the Gondola entrance gate of 44cm (17inches).</p> <p>Due to the nature of this ride the manufacturers advise that it is unsuitable for guests with heart conditions, neck or back injuries or those who have undergone recent surgery.</p>

Ride Name	Safety Codes	Notes and requirements
Dodgems	<p>H</p> <p>B</p>	<p>The entrance and exit for those with preferential wristbands is via the entrance ride queue ramp. This is a visitor controlled ride. <u>Drivers</u> must be able to steer the car and control the foot pedal.</p> <p>Due to the likelihood of collisions on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the likelihood of collisions guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>
Go Karts	<p>H</p> <p>B</p>	<p>Entrance to the Go Karts for those with preferential wristbands is via the exit channel. There are no steps or ramps.</p> <p>This is a visitor controlled ride and there are two persons per kart. The <b>driver</b> must be capable of steering and operating the accelerator and brake pedals.</p> <p>Due to the likelihood of collisions on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the likelihood of collisions guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>
Flying Camels	<p>N</p>	<p>The entrance for those with preferential wristbands is via the exit gate. There are no ramps or steps. Some guests may find access into the carriages difficult because of the height from the ground. Two riders may access each carriage but because of weight limits it is recommended that two adults do not ride together.</p>
Black Widow	<p>H</p> <p>B</p>	<p>The entrance for those with preferential wristbands is via the exit gate. There are 6 steps to the ride platform.</p> <p>Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.</p> <p>Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p>

Ride Name	Safety Codes	Notes and requirements
Buffalo Express	N	The entrance for those with preferential wristbands is via the entrance gate onto the platform. There are no steps or ramps. The train is easily accessible.
Falls of Terror	H  B	There are 62 steps to the ride platform. Those with preferential wristbands can use the staff stairway to the left of the main stairway to avoid the queue.  Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.  Due to the extreme motion of this ride guests need to be able to support themselves by holding onto side straps with their hands and to sit upright at all times.
Hornets Nest	H  B	The entrance for those with preferential wristbands is via the inclined entrance queue.  Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries, expectant mothers and others who have undergone recent surgery.  Due to the extreme motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.
Carousel	B	There are three steps to ride platform. Some guests may find access onto the horses difficult because of the height from the platform. To ride the carousel horses where there are no restraints riders must be able to hold on with arms and legs and remain seated at all times. For guests who can access the platform but not the horses there are carriages provided which provide easy access and do not require the ability to hold on.
Magic Wheel	N	There is good access to the ride and the chairs. Riders must be able to remain seated at all times. Weight restrictions on this ride restrict each carriage to one rider.
Mini Ferris Wheel	N	There are 3 steps up to the ride carriage. Some guests may find the access into the cars difficult because of the restricted space and the instability.
Noah's Ark	N	There is good access to the ride and cars. Riders must be able to remain seated at all times.

<b>Ride Name</b>	<b>Safety Codes</b>	<b>Notes and requirements</b>
Ladybug	N	There is good access to the ride and carriages. Riders must be able to remain seated at all times.
Skatekarts	N	There is good access to this ride. This ride is controlled by the rider and requires balance to remain on the Kart those with sensory impairments affecting balance may find it difficult. To ride the kart the rider needs to be able to sit upright and hold on with both hands to control the Kart.
Swans	C	There is good access to the Swan Jetty. There may be difficulty encountered in boarding and alighting from the boat because of the instability of the boat in the water.
Spinning Teacups	B	There is good access to the ride with one small step to the platform. There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.
Space Pirates	N	There is good access to this ride with no steps or ramps. Riders may find difficulty in accessing the carriages due to the height from the platform.
Dragon Boats	N	There is good access to the ride with one small step to the platform. There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.
Clown around	B	There is good access to this ride with no ramps or steps. There are no restraints on this ride and riders must be able to hold on with their arms and legs and remain seated at all times.
Human cannonball	N	There is good access to this ride with no steps or ramps. Some riders may find difficulty in accessing the carriages due to the height from the platform.
Vintage Cars	B	There is good access to this ride with no ramps or steps. Riders must be able to hold on with their arms and legs and remain seated at all times.
The Ladybird Coaster		The entrance for those with preferential wristbands is via the exit ramp onto the platform.  Due to the forces exerted on this ride manufacturers advise that it is unsuitable for guests with heart, neck or back conditions/injuries,

Ride Name	Safety Codes	Notes and requirements
Ladybird Coaster (cont...)	<p><b>H</b></p> <p><b>B</b></p> <p><b>C</b></p>	<p>expectant mothers and others who have undergone recent surgery.</p> <p>Due to the motion of this ride guests need to be able to brace themselves with arms and legs and to sit upright at all times.</p> <p>It may be necessary in the event of an evacuation that guests be transferred from a height of 3 metres.</p> <p>You may also be asked to occupy the central carriage as this will be at the lowest point if an evacuation is required.</p>
The Caterpillar Coaster	<b>N</b>	The entrance for those with preferential wristbands is via the exit ramp.
Lightwater Express	<b>N</b>	<p>There is easy access to the train from all the stations. The train can be boarded at three stations around the park: Mainline station situated opposite the park entrance. Fort station is situated at the far end of Swan Lake. Whistle Stop is situated near to the Ultimate Roller coaster.</p> <p>Up to two wheel chair users can access the train in the central carriage. It is centrally placed to allow communication between the train driver and attendant.</p> <p>Wheel chair users intending to disembark at Mainline station should remain on the train through the terminus as the access to the rear of Mainline shop on the exit is restricted.</p>
The Amazing Maze	<b>N</b>	There is good access throughout the maze with no steps or ramps.
Magic show	<b>N</b>	Situated in Gator Park with good access. Times of shows are displayed at the main entrance and in Gator Park.
The Mirror Maze	<b>N</b>	Situated in Gator Park with good access.

# Ride Notes and Advice

**The following notes and advice will enable you to assess your own abilities and make an informed decision about which rides you are able to, or wish to use.**

**Where possible please watch our rides in motion before making a decision on whether to ride.**

## Safety Codes

**X** Due to the necessary method of boarding and alighting and/or the complex nature of evacuation, rides indicated by this icon requires the evacuee to be transferred via a steep incline or ladders from heights of up to 24 metres to the ground. This code is designated to the Ultimate roller coaster, The Rat ride, the Wild River Rapids and the Twister ride.

**C** Applicable to the Ladybird and Swans – see specific ride information.

**H** These rides are not suitable for guests who suffer from heart, back or neck problems or expectant mothers.

**B** Guests must be able to brace with hands and feet and remain seated upright at all times.

**N** No restriction (Other than standard height requirements)