



LIGHTWATER VALLEY

DISABLED ACCESS

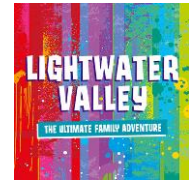
GUIDE

This guide has been designed to assist all our guests to ensure that they 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.

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

As a member of the *British Association of Leisure Parks, Piers and Attractions (BALPPA)* we welcome visits by disabled people and we will do all that is possible to ensure a safe and pleasurable visit. However, certain rides and attractions in our park are physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides should we feel there is a danger to an 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 interests of your safety and the safety of others.



Parking

The disabled car park is situated directly adjacent to the park entrance and admissions booths. Parking is clearly marked and available to blue badge holders only. Please contact our Visitor Information if this would cause a problem. We also have a designated area within our coach park for disabled mini-buses.

Buying tickets/ entering the park.

Those who are unable to enjoy the full facilities of the park due to their disability will be able to purchase a disabled ticket for themselves which also allows one Essential Companion in free. The Essential Companion must be at least 14 years old, and in the view of Lightwater Valley, able to take primary responsibility during emergencies and decision making. The Essential Companion is required to sit in the same carriage, boat, seat or row as the disabled guest they are assisting. Proof of disability in the form of a DLA/PIP letter or blue badge plus photographic ID will be required to be shown at our admissions booth on entry. Disabled tickets are cheaper if purchased online in advance of your visit at www.lightwatervalley.co.uk

Visitor Information

Located near the entrance to the park (next to Jester's Jungle Fun), Visitor Information 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.

























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

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 Information or by contacting us via email on leisure@lightwatervalley.co.uk

Manual wheelchairs are available for use; however, these are quite limited, and we cannot guarantee availability, so we recommend you pre-book these in advance of your visit by calling **01765 635321**. A fully refundable deposit of £10.00 is required when collecting the wheelchair from our Visitor Information office on arrival.

Toilets & facilities

Accessible toilets are available throughout the park at:

Location	Ladies	Gents	Disabled	Baby Change
Bungalow Toilets – in front of disabled car park & adjacent to entrance booths				
Valley Gifts – Behind Valley Gifts shop				
Soft Play – next to our indoor soft play area				
Young Fun – in Young Fun area behind The Show Barn				
Tower Toilets – Opposite The Ultimate (top of park)				
Splash Falls – at the bottom of Splash Falls				

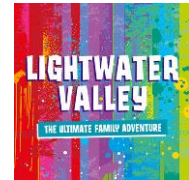
Please see the park map for locations or ask any member of staff for directions.



Additional baby changing room located next to the Outdoor play area.



Changing Places Room - Located next to our Outdoor play area. This facility is designed to support parents and carers of disabled people who require the use of a hoist, changing bench and/ or a centrally located toilet. Users must obtain a key from our Visitor Information office situated near Jester's Jungle Fun play area.



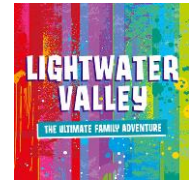
First Aid

If first aid is required, customers should attend Visitor Information which is situated next to Jester's Jungle Fun indoor play area. There is refrigeration available for medicines if required. We do not have a designated First Aider; however, several of our key staff are fully trained as First Aid responders. **PLEASE NOTE:** our first aid responders are not trained or qualified to administer or dispense any medicines.

Restaurants 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. Please note: our catering outlets do get very busy around lunchtime and can get very noisy so it may be advisable to avoid at these times should you have a disability that causes anxiety or upset under these conditions.

Should you have any dietary requests then we advise that you contact us in advance of your visit or pop into our Visitor Information office to discuss the options available and the best catering outlets to visit.

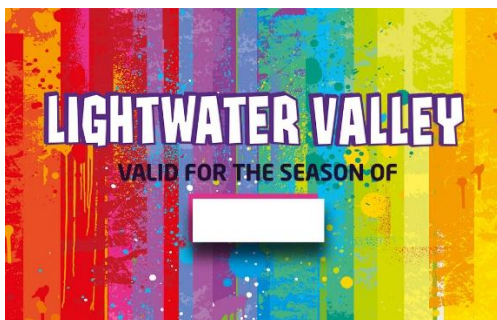


Preferential Ride Access Wristbands

We recognise that for some visitors, accessing a ride via a conventional queuing system can be very challenging. Therefore, any visitor who has a recognised disability that prevents them from queuing for long periods of time, or, causes them to become agitated or emotionally distressed, may request a **Preferential Ride Access Wristband**. Please note that having a registered disability **does not** mean you automatically receive a wristband and the following documentation must be presented at our Visitor Information office on arrival:

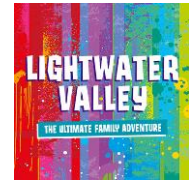
- **DLA or PIP letter stating you are entitled to Higher Rate mobility or Medium/Higher rate care.**
Or
- **Letter from a GP or Consultant which clearly states that you are unable to queue and the reason why.**

Upon production of either of the above you will be issued with a card that can be used on future visits meaning you do not need to bring the documentation with you again.



Disabled Guest Name	Date of Birth
Date of Issue	Staff Name

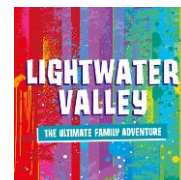
This card confirms that the relevant documentation needed to obtain a Preferential Ride Access wristband has been seen & verified by our staff. Please show this at our Visitor Information Office along with photographic ID on future visits in order to obtain your wristband. This authority is only valid for person named above, failure to produce this card, or relevant documentation will result in wristbands being refused.



Preferential Ride Access Wristband Terms & Conditions.

- The disabled visitor will be issued with an orange wristband and up to two essential companions (minimum age 14)* will be issued with pink wristbands.
- The wristband allows the wearer access to the ride via the designated front of queue entrance or exit gate.
- The disabled visitor (orange wristband) must be accompanied on the ride by at least one essential companion (pink wristband) and must be seated in the same car/ boat/ seat as them.
- Essential companions (pink wristband) can only use front of queue when riding with a disabled visitor (orange wristband).
- Ride attendants will allow a certain number of wristband wearers access to the ride at any one time. Please be aware that at busy times there may still be some queuing necessary.
- Additional family members may be allowed to use the front of queue entrance at the same time depending on the ride (please see rides guide overleaf).
- During busy periods we ask that you allow at least 20 minutes before using the same ride. Visitors will not be allowed to use the front of queue entrance immediately after getting off.
- Individual ride restrictions apply for reasons of health and safety and these will always override any of the above.

*See Buying tickets/ entering the park section of the guide for more details.



Use of Preferential Ride Access wristbands is managed in a way that allows access to those who have no alternative but to use this scheme, whilst being mindful of other visitors that may have spent a long-time queuing for a ride. There are some rides that may allow additional family members access at the same time and these are detailed in the chart below:

Ride	No. of Disabled Visitors	Min. no. of Essential Companions	No. of additional family members
THE ULTIMATE	1	1	Up to 2
APOLLO	1	1	Up to 2
RAPTOR ATTACK	1	1	1
TWISTER	1	1	Up to 2
WILD RIVER RAPIDS	1	1	Up to 2
LADYBIRD	1	1	Up to 2
VINTAGE CARS	1	1	Up to 2
LITTLE DIPPER	1	1	Up to 2
CUTLASS	1	1	Up to 2
BLACK PEARL	1	1	Up to 2
SPLASH FALLS	1	1	0
SKYRIDER	1	1	Up to 2
EAGLE'S CLAW	1	1	Up to 2
THUNDERDOME	1	1	Up to 2
POWDER KEGS	1	1	Up to 2
CAROUSEL	1	1	Up to 2
EAGLES CREEK FARM	1	1	Up to 2

Please Note: Individual ride restrictions for health and safety reasons will always override any of the above and these will always be adhered to by our staff.

We have put these procedures in place to try and ensure everybody has a safe and enjoyable visit and is able to participate in as many activities as possible. We therefore kindly request that all users of our Preferential Ride Access Wristbands adhere to the above guidelines and are respectful of fellow visitors and ride staff*

*Lightwater Valley do not tolerate any verbal or physical abuse towards our staff, any such behaviour will result in you being asked to leave the park immediately.