

# LIGHTWATER VALLEY

## RIDE ACCESS GUIDE

This guide contains extra information that may be relevant to disabled guests, and 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.

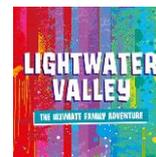
Ride Manufacturers stipulate that some rides are unsuitable for guests with heart, neck or back conditions, or expectant mothers, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions.

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 this guide indicate on which rides they apply. All rides require guests to keep their hands, arms and legs inside the ride carriages, and remain seated at all times. Any guests with prosthetic limbs must make ride staff aware before boarding the ride as this may stop them from riding due to health & safety issues.

Not all rides are suitable for all guests. Each ride has strict operating requirements that all riders must meet.

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.

Essential Companions must be a minimum of 16 years of age and be able to communicate any safety advice and messages clearly and effectively.



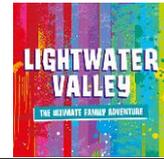
As a member of the British Association of Leisure Parks, Piers and Attractions (BALPPA) we welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable visit. However, certain rides and attractions in our parks can be physically demanding and vigorous. We, therefore, reserve the right to refuse admission to certain rides 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 & safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interests of your safety.

## SAFETY CODES

Ride	Notes & Restrictions
<b>X</b>	These rides involve a complex evacuation procedure and may not be suitable for all guests. Evacuations involve being transferred via a steep incline or ladders from heights up to 24 metres.
<b>H</b>	These rides are not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.
<b>B</b>	Guests must be able to brace themselves with their hands and feet and remain seated upright.

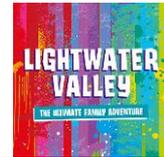
The following notes and advice will enable you to assess your own abilities and make an informed decision about which rides you are able to, or wish to, use. Where possible please watch our rides in motion before making a decision on whether to ride.

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
<b>Ultimate</b>	<b>X H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 15 steps into the station area.</li> <li>• Guests are to occupy the rear most carriages.</li> <li>• The evacuation process requires guests to be able to walk unaided via a steep ramp from heights of up to 24 metres.</li> <li>• Guests must be able to brace themselves with their arms and legs. Guests with prosthetic limbs must make ride staff aware before boarding as this may stop them from riding due to Health &amp; safety issues.</li> </ul>



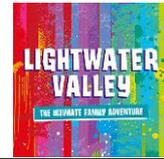
			<ul style="list-style-type: none"> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Apollo</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• Access to the ride is via 4 steps onto a level platform.</li> <li>• Some guests may find it difficult to access the ride seats due to their height off the ground.</li> <li>• Guests with prosthetic limbs must make ride staff aware before boarding as this may stop them from riding due to Health &amp; safety issues.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
<b>Raptor Attack</b>	<b>X H B</b>	Gate to the left of the queue line	<ul style="list-style-type: none"> <li>• The entrance and exit to the ride is via cylindrical tunnels and 2 flights of stairs (21 steps on the entrance, 30 steps on the exit).</li> <li>• Flashing beacons are used in the entrance and exit tunnels.</li> <li>• The entrance and exit tunnels are dimly lit.</li> <li>• The ride is a rollercoaster in darkness except for intermittent flashes of light.</li> <li>• The evacuation process requires guests to be able to walk unaided via a steep ramp or ladders from heights of up to 10 metres.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>

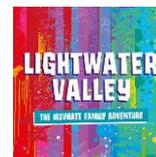


<b>Wild River Rapids</b>	<b>X H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 5 steps up to the ride platform.</li> <li>• Guests are required to board and exit moving boats as the boats are constantly moving through the station.</li> <li>• The evacuation process requires guests to be transferred via a steeply ramped walkway up to 10 metres in height or along water troughs.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• There are no restraints on this ride.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Black Pearl</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 8 steps up to the ride platform.</li> <li>• There is restrictive entry space into the ride.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> <li>• Guests with prosthetic limbs must make ride staff aware before boarding as this may stop them from riding due to Health &amp; safety issues.</li> <li>• This ride does go upside down.</li> </ul>

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
<b>Eagle's Creek Farm</b>	<b>None</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 2 steps up into the tractor carriages.</li> <li>• There are no restraints on this ride – guests should be able to remain seated at all times.</li> </ul>

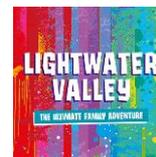


<b>Eagle's Claw</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• Access to the ride is via a ramp.</li> <li>• Some guests may find access onto the ride seats difficult due to their height from the platform.</li> <li>• Due to the safety harness locking systems customers with excessive height or chest measurements may struggle to access this attraction and may be asked to disembark.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests with prosthetic limbs must make ride staff aware before boarding as this may stop them from riding due to health &amp; safety issues.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Lightwater Express Train</b>	<b>None</b>	Any train station	<ul style="list-style-type: none"> <li>• There is easy access to the train from all stations.</li> <li>• Up to 2 wheel chair users can access the train in the designated carriage – please see staff for assistance.</li> <li>• Wheel chair users intending to disembark at the Mainline station should remain on the train through the terminus due to restricted access at the rear of the Mainline shop.</li> </ul>
<b>Ride</b>	<b>Safety Code</b>	<b>Disabled Access Via</b>	<b>Notes &amp; Restrictions</b>
<b>Ladybird</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• The evacuation process requires guests to be transferred via a ladder from a height of up to 3 metres.</li> <li>• Guests may be asked to occupy the central carriage as this will be the lowest point if an evacuation is required.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Vintage Cars</b>	<b>B</b>	Ride Exit	<ul style="list-style-type: none"> <li>• Guests must be able to step up into the car from the floor, some guests may find this height difficult.</li> <li>• Guest must be able to remain seated at all times.</li> </ul>



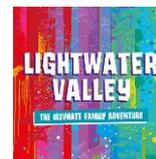
			<ul style="list-style-type: none"> <li>• Guests must be able to sit upright.</li> </ul>
<b>Little Dipper</b>	<b>X H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must be able to sit upright.</li> </ul>
<b>Flying Cutlass</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 7 steps up to the ride.</li> <li>• Some guests may find the height of the boat from the platform difficult.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Skull Rock</b>	<b>None</b>	Ride exit	<ul style="list-style-type: none"> <li>• There is a ramp leading to the ride platform – the ride platform is a series of undulating ramps.</li> <li>• Some guests may find access to the carriages difficult due to their height from the platform.</li> </ul>
<b>Powderkegs</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There is 1 step onto the ride platform.</li> <li>• Some guests may find access to the carriages difficult due to their height from the platform and restricted access.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
<b>Thunderdome</b>	<b>H B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 4 steps onto the ride platform.</li> <li>• Some guests may find access to the carriages difficult due to the sloping ride area floor and restricted access.</li> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must be able to sit upright.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant</li> </ul>



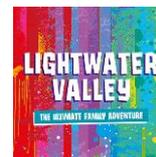
			mothers or those having had recent surgery or injury.
<b>Splash Falls</b>	<b>H B</b>	Stair way on the left of the queue lines	<ul style="list-style-type: none"> <li>• There are 62 steps up to the ride platform.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> <li>• Guests need to be able to support themselves by holding on to the side straps with their hands and sit upright at all times.</li> </ul>
<b>Trauma Tower</b>	<b>H</b>	Ride exit	<ul style="list-style-type: none"> <li>• Some guests may find access onto the ride seats difficult due to their height from the platform.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Skyrider</b>	<b>H</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 4 steps up to the ride platform.</li> <li>• Some guests may find access to the seat difficult due to its height from the platform and its instability.</li> <li>• Guests with prosthetic limbs must make ride staff aware before boarding as this may stop them from riding due to health &amp; safety issues.</li> <li>• Due to the forces exerted on this ride, it is not suitable for guests with back, heart or neck problems, expectant mothers or those having had recent surgery or injury.</li> </ul>
<b>Jumpin Jacks!</b>	<b>None</b>	Ride Entrance	<ul style="list-style-type: none"> <li>• This attraction is easily accessible.</li> </ul>

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<b>Adventure Playground</b>	<b>None</b>	Playground Entrance	<ul style="list-style-type: none"> <li>• Parental or carer supervision is advised.</li> </ul>



<b>Carousel</b>	<b>B</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 3 steps up to the ride platform.</li> <li>• Some guests may find access to the horses difficult due to their height from the platform.</li> <li>• Guests should be able to hold on with their arms and legs and remain seated at all times on the horses.</li> <li>• For guests who cannot access the horse there are chariots which provide easy access and do not require the ability to hold on.</li> </ul>
<b>Outdoor Play Area</b>	<b>None</b>	None	<ul style="list-style-type: none"> <li>• Consists of a large outdoor play area suitable for all (under 5s must be supervised).</li> <li>• The play equipment consists of climbing frames, tubes, slides, fireman's pole, etc. Some of the equipment has limited access.</li> <li>• The area is covered with soft safety flooring.</li> </ul>
<b>Jester's Jungle Fun</b>	<b>None</b>	None	<ul style="list-style-type: none"> <li>• Consists of a large indoor play area suitable for children between the ages of 4 and 7.</li> <li>• Parental/ carer supervision is required.</li> <li>• The play equipment consists of climbing frames, tubes, slides, fireman's pole, etc.</li> <li>• The area is covered with soft safety flooring.</li> </ul>
<b>Dragon Boats</b>	<b>None</b>	Ride entrance	<ul style="list-style-type: none"> <li>• There is 1 small step down into the boats.</li> <li>• There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.</li> </ul>

<b>Ride</b>	<b>Safety Code</b>	<b>Disabled Access Via</b>	<b>Notes &amp; Restrictions</b>
<b>Pirate Swinger</b>	<b>None</b>	Ride exit	<ul style="list-style-type: none"> <li>• There is 1 small step up to the ride platform.</li> <li>• Some guests may find access to the seat difficult due to its height from the platform and its instability.</li> <li>• No adults are permitted on this ride.</li> </ul>
<b>Wave Rider</b>	<b>None</b>	Ride exit	<ul style="list-style-type: none"> <li>• There are 4 small steps up to the ride.</li> <li>• Some guests may find access to the ride difficult because of the restricted space.</li> </ul>



<b>Swan Boats</b>	<b>None</b>	Ride exit	<ul style="list-style-type: none"> <li>• There is good access to the loading jetty.</li> <li>• The Swans are operated via pedals in the front of the boat</li> <li>• Some guests may find access to the Swans difficult due to the instability of the boat in the water.</li> </ul>
<b>Ladybug</b>	<b>None</b>	Ride entrance	<ul style="list-style-type: none"> <li>• There is good access to the ride and cars with 1 step up into the cars.</li> <li>• Guests must remain seated at all times.</li> </ul>
<b>Noah's Ark</b>	<b>None</b>	Ride entrance	<ul style="list-style-type: none"> <li>• There is good access to the ride and cars with 1 step up into the cars.</li> <li>• Guests must remain seated at all times.</li> </ul>
<b>Clownaround</b>	<b>B</b>	Ride entrance	<ul style="list-style-type: none"> <li>• There is good access to the ride, with a small step up onto the ride platform.</li> <li>• There are no restraints on this ride and riders must be able to hold on with their arms and remain seated at all times.</li> </ul>
<b>Space Pirates</b>	<b>None</b>	Ride entrance	<ul style="list-style-type: none"> <li>• There is good access to the ride, with 1 step up to the ride platform.</li> <li>• Some guests may find it difficult to access the cars due to their height from the platform.</li> </ul>
<b>Human Cannonball</b>	<b>None</b>	Ride entrance	<ul style="list-style-type: none"> <li>• There is good access to the ride, with 1 step up to the ride platform.</li> <li>• Some guests may find it difficult to access the cars due to their height from the platform.</li> </ul>

Ride	Safety Code	Disabled Access Via	Notes & Restrictions
<b>Soft Play Area</b>	<b>None</b>	Soft Play main entrance	<ul style="list-style-type: none"> <li>• Access to the Soft Play area and café is good.</li> <li>• Consists of an indoor play area and café. The soft play area is divided into 3 zones. A small zone for those under 1, a zone for children up to 3 years of age and a third zone for those aged 3 to 7.</li> <li>• The main play area for the children aged between 3 and 7 is on a raised platform which can be accessed by the built-in soft play steps.</li> </ul>