

# 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 manufactures' 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 and 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 allows one Essential Companion in free. The Essential Companion **must be at least 16 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. Please visit our website to purchase your tickets: [www.lightwatervalley.co.uk](http://www.lightwatervalley.co.uk)

## **Visitor Information**

The Visitor Information office is located near the entrance to the park (next to Jester's Jungle Fun).

The team there will be able to offer advice on ride and attraction access and requirements and provide further advise on facilities for disabled guests. A4 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](mailto:leisure@lightwatervalley.co.uk)



## Toilets and facilities

Accessible toilets are available throughout the park at:

Location	Ladies	Gents	Disabled	Baby Change
<b>Bungalow Toilets</b> – in front of disabled car park & adjacent to the entrance booths				
<b>Valley Gifts</b> – Behind Valley gifts shop				
<b>Soft Play</b> – Next to our indoor soft play area				
<b>Young Fun</b> – In Young Fun area behind the Show Barn				
<b>Tower Toilets</b> – Opposite Eats N Treats				
<b>Splash Falls</b> – 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 is 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 visitors who require the use of a hoist, changing bench and/or a centrally located toilet. Users may 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 and carry basic first aid equipment. **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 best catering outlets to visit.

## **Preferential Ride Access**

Visitors with certain disabilities, who are unable to use the conventional queue lines, may be eligible for a preferential wristband. Please present documentary proof of disability and a Department of Work & Pensions or Disability Living Allowance letter will only be accepted if accompanied by photographic proof of identity. Eligible visitors will be issued with a preferential wristband for themselves and their carer. Lightwater Valley will assess if more than one carer pass is required. The wristband will allow the visitor to access the ride via the front of the queue or via the rides exit gate, and will be directed by the ride operator. If you have any questions in regards to this please email [leisure@lightwatervalley.co.uk](mailto:leisure@lightwatervalley.co.uk).