

# Welcome to Drayton Manor Theme Park

Drayton Manor is a member of BALPPA and welcomes visits by guests with disabilities. We will do all possible ensuring a safe environment during your visit, however, certain rides & attractions can be too vigorous and demanding.

We have the right to refuse admission to certain rides should we feel there is danger to a person for whatever reason. The Health & Safety Executive state that for these reasons no discrimination is evident.

This guide has been compiled to ensure you get the most out of your day with us. Please observe the entrance boards to each ride. It is the guests' responsibility to obey these instructions, before entering the ride.

Some rides have **strict regulations** and not all are suitable for everyone for safety reasons. Please do not ask staff to break these rules as they are there for your safety & safety of others.

**Contacting** a member of staff at the access point to a ride if assistance is needed is essential. This can only be done when the ride has stopped and loading is taking place. Please observe a ride in operation BEFORE entering the queue.

**Transferring** from a wheelchair is the responsibility of the guest and helper. Staff are not permitted to assist transferring guests at any time. Staff will give full instructions for loading and unloading while ride is in the stopped position.

**First Aid & Medical Centre** is situated in Ariel Park by the Sombrero ride and Coffee Stop. Special needs can be catered for within the centre as well as storage of medicine(s).

**Car parking** disabled bays are available but these are first come first served.

All **toilet facilities** are fully accessible. See Park map for all locations.

Please note ALL riders of G-Force, Shockwave, Splash Canyon and Storm-force 10 are restricted to guests who **MUST** be able to walk up and down flights of stairs. Reason being in case of break down guests must be able to walk down escape stairs.

Please note that guests wearing plaster casts can not be admitted to G - Force, Apocalypse, Pandemonium and Maelstrom. For health and safety reasons at the discretion of our operators, guests may be refused access to other attractions in the park if they are wearing a plaster cast.

Always follow these rules in the guide. They are there for your comfort & safety.

If you have to use an exit to access a ride ONLY 5 people at any one time can access the exit ramp. If the disabled guest is NOT going on the ride the other members of the party must wait in attraction queue line.

Access to exit privileges is by prearrangement. Collection of these Wristbands is from Guest Services in Fisherman's Wharf, next to The Bounty pirate ship.

Wheelchairs, electric buggies and pushchairs can be rented from the Main Entrance. There is a charge and deposit required. A limited number are available so booking in advance on 0844 472 1960 is recommended.

Please enjoy your visit with us.

**C E J BRYAN MIH.**  
Managing Director.

# Access Guide for GUESTS with SPECIAL NEEDS



RIDE	ACCESS	Safety Code	Control Code	RIDE	ACCESS	Safety Code	Control Code
* PLEASE SEE THE RIDE OPERATOR IF ASSISTANCE IS REQUIRED.				* PLEASE SEE THE RIDE OPERATOR IF ASSISTANCE IS REQUIRED.			
<b>ACTION PARK</b>							
<b>Black Revolver</b> Children under 1 metre must be accompanied by an adult	Guests in wheelchairs must approach via the exit and may stay in wheelchairs until boarding the ride. Guests must be able to leave the wheelchair to walk to the carriage across the platform and step across & down into it. The wheelchair must then be taken outside and stored. Other guests must approach via the general entrance. To board the carriage will require a step across and down into.*	B	U	<b>Apocalypse</b> 1.4 metres (stand-up) 1.2 metres (sit-down)	Guests in wheelchairs must approach via the exit due to steps in the entrance. Guests may stay in wheelchairs until boarding the ride. Guests must be able to walk to and up into the gondola. Wheelchairs must then be taken out of the loading area and stored. All other guests must enter via the general entrance and be able to negotiate 35 steps.*	B	T
<b>Chairlift</b>	All riders must approach via the general entrance. Wheelchairs can be taken right up to the ride gondola, a small step up and across is required to get into the gondola. Wheelchairs must then be taken and stored by the operator's cabin.*	N	N	<b>Big Wheel</b> Children under 1 metre must be accompanied by an adult	Guests in wheelchairs must approach via the left hand side (exit) steps. All other guests must enter via the general entrance. Wheelchairs must be left at the exit to the ride and guests must negotiate 9 steps up onto the ride platform.*	N	N
<b>G-Force</b> 1.3 metres	Guests in wheelchairs should approach via the disabled access ramp to the left of the general entrance and contact the ride operator via the intercom system. Guests will be asked if they are able to walk unaided down a 58- step flight of stairs (this is a requirement in the event of evacuation). If so, a member of staff will come to the guest and allow them access to the lift. On leaving the lift at the ride platform, guests must remain in wheelchair until advised by the operator to access the ride, which involves one step up and one step into the car. Helpers and other special needs guests who are able to walk should approach the ride via the exit stairs by the photo booth.*	B	T	<b>Buffalo Rollercoaster</b> Children under 1 metre must be accompanied by an adult	Guests in wheelchairs may approach via the exit. Guests may stay in wheelchairs until boarding the ride. Guests must be able to step across and down into the rollercoaster carriage. Wheelchairs must then be stored on the exit platform. All other guests must enter via the general entrance and negotiate 6 steps up onto the ride platform.*	B	U
<b>Maelstrom</b> 1.3 metres	Guests in wheelchairs must approach via the exit. Guests may stay in wheelchairs until boarding the ride. Boarding the ride will require the guest to step up and turn through 180° to access the seat and safety harness. The wheelchair must then be taken to the exit and stored. All other guests must approach via the general entrance.*	N	U	<b>Drunken Barrels</b> Children under 1 metre must be accompanied by an adult	Guests in wheelchairs should approach via the exit due to steps in the entrance. Guests must be able to leave the wheelchair and walk along a platform before boarding the ride. There is a step across and into the ride carriage. Wheelchairs must then be stored in the exit area. All other guests must enter via the general entrance and be able to negotiate several steps.*	B	T
<b>Shockwave</b> 1.4 metres	Guests in wheelchairs should approach via the exit. Accessing the ride will require the guest to walk up 47 steps. To board the rollercoaster will require the guest to step across and down into the rollercoaster and then lift themselves into the safety harness.*	B	T	<b>Drayton Queen</b>	All riders may use the general entrance. Guests may stay in wheelchairs right up to the entrance to the boat then must be able to negotiate 5 steps down into the boat. Wheelchairs may be folded and stored on the boat.*	N	N
<b>Splash Canyon</b> Children under 1 metre must be accompanied by an adult	Guests in wheelchairs must approach via the exit. Guests may stay in wheelchairs until boarding the ride. Guests must speak to the attendant who will stop the revolving platform. Guests will then be able to take their wheelchair to the boat but will then be required to leave the wheelchair and step down and into the boat. The wheelchair must then be stored by the exit platform. All other guests must approach via the general entrance. Boarding the ride will require walking across a revolving platform. To board the boat will require a step across and down into the boat.	B	T	<b>Flying Dutchman</b> Children under 1 metre must be accompanied by an adult	Guests in wheelchairs should approach via the exit. Wheelchairs can be taken right up to the ride gondola, a small step up and across is required to get into the gondola. Wheelchairs must then be taken and stored by the operator's cabin.*	B	U
				<b>The Haunting</b> Children under 1 metre must be accompanied by an adult	All guests must approach via the general entrance. There is no wheelchair access to this attraction and all guests are required to walk through a series of corridors and platforms. There is a step across and up into the ride gondola and guests must be able to negotiate 15 steps on exiting the ride.	B	N

**COLOUR CODES**  
FAST = moving ride involving intense changes in height and speed

↑ Minmum height restriction applies

**SAFETY CODES**  
N No restrictions (other than standard height restriction)  
B Must be able to brace with hands and/or feet and remain seated upright

**CONTROL CODES**  
T Total body control U Good upper body control N No restriction

