

## Easy Access Guide

**As a member of the British Association of Leisure Parks, Piers and Attractions (BALPPA), we welcome visits by guests with additional needs.**

We will do everything possible to ensure our guests have a safe and pleasurable day out with us. Please note, certain rides and attractions within our park are physically demanding; therefore, we reserve the right to refuse admission to any ride or attraction should we feel there may be a risk to your safety, or the safety of other participants.

This will be based on our experienced assessment of rider ability to retain a safe riding position within the system of restraint, or the risks to safe ride evacuation in the event of ride breakdown.

All of our rides have information boards located at their main entrance, providing guests with information about the ride to help guests to decide whether or not a ride is suitable for them and members of their party. Our Ride Hosts are available to offer support to all guests and will do everything they can to help individuals access a ride however, for everyone's safety, they cannot help with lifting/transferring to and from wheelchairs. If you have any questions at any point during your visit, please visit our Guest Services team for further information. The team are located opposite The Bounty Pirate Ship.

### Accessible Toilets & Changing Rooms

Here at Drayton Manor Resort we are dedicated to ensuring all of our guests feel supported and catered for. Therefore, we have installed a brand-new Hoist Room.

This brand-new room consists of a toilet, a wash hand basin, a shower, a hydraulic bed and a hoist. Most importantly the room is spacious enough to provide ample room for carers and is located behind the Medical department. The electronic hoist is easy to use with a foot pedal to pump it up to its maximum level above waist height and the environment surrounding this area has been made easily accessible and wheelchair friendly. All the relevant support bars as well as an emergency call rope have been installed to ensure users can be supported at all times.

**Please note: Customers are asked to bring your own sling.**

### Easy Access Guide to Rides

We recognise that for some guests, accessing and queuing for a ride via a conventional queue line can be challenging due to physical or behavioural restrictions.

For guests who are unable to enter a ride through the standard entrance, we do offer Easy Access Bands, which allow access to a ride via an alternative route (Normally the ride exit, please note that this facility might not be available on all rides).

Please note, this is not a fast track pass, it is for ease of access only. **PLEASE NOTE THERE WILL STILL BE AN ELEMENT OF WAITING TIME TO ALLOW STAFF TO ARRANGE AND PLAN ACCESS.**

In addition, up to 1 carer of the guest's party will be entitled to accompany the wearer of the easy access band on to a ride, one of which must be a registered carer. An Easy Access Card will be issued alongside the Easy Access Band, allowing a maximum of 10 rides in any one day.

It is important that we carefully manage the issuing and use of Easy Access Bands to ensure that the number of people using ride exit gates is kept to a minimum to ensure the safety of all guests.

The Easy Access Card must always be presented in conjunction with the Easy Access Band.

Any guests who may have limitations with any of our attractions are advised to email Guest Services before booking. This will enable us to provide further information.

### New for 2022

During peak periods (weekends and holidays) the below attractions will operate with timing restrictions. These will differ on each attraction. The easy access user will not be permitted access the listed rides in less than 60 minute intervals between using the service on a ride.

- Accelerator
- Maelstrom
- Troublesome Trucks
- Wave Swinger
- Winston's Whistle Stop Tours
- Jormungandr
- Stormforce 10
- River Rapids
- Shockwave
- Bounty Pirate Ship

Easy Access timing restrictions do not apply to any other attractions and can be enjoyed by visiting the exit queue line at any time throughout the day; please note, there will still be an element of queuing with all attractions.

Any guests who may have limitations onto our attractions are advised to email Guest Services before booking.

This will enable us to provide further information about their visit.

## Important Information

### Stormforce 10, Shockwave, Accelerator & Troublesome Trucks

Any guests wishing to ride these attractions will need to be able to exit the vehicles whilst on an incline, this may involve a full body harness to be worn before making their way down the evacuation stairs. Please note, these attractions operate at a height.

## Easy Access Eligibility

To qualify for this service please ensure you present the following at the guest services office.

- Confirmation of the receipt of Disability living allowance.
- A valid and in date blue badge
- A letter of diagnosis from a GP or Hospital stating why you are eligible to use this service. Presented on headed paper and dated within one year of your visit date.
- The provision of any special access facilities is entirely at discretion.

## Guidance for Guests with Missing Limbs

Please refer to appendix to Easy Access Guidance, Safety Guidance for Guests with Missing Limbs. All guests with missing limbs should visit Guest Services for a confidential and personal review with a member of the rides' management team.

Guests with missing limbs will be issued with tailored guidance on each individual attraction which will form their own personalised Easy Access Card.

## Ride and Attraction Information

### MAELSTROM

-  Minimum height 1.3m
-  Maximum height 2m
-  No casts

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users should remain in their wheelchair until boarding the seat and safety harness. Wheelchairs must then be taken to the exit and stored.

### SHOCKWAVE

-  Minimum height 1.4m
-  No casts

Guest using the access service will be required to gain access to this attraction via the exit.

Accessing this ride will require the guest to walk up 47 steps. Boarding the rollercoaster will require the guest to step across and down into the rollercoaster and then lift themselves into the safety harness

### AIR RACE

-  Minimum height 1.2m
-  No casts

Guest using the access services will be required to gain access to this attraction 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 outside of the ride perimeter.

### STORMFORCE 10

-  Minimum height 1.2m
-  No casts

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users should remain in the wheelchair whilst helpers seek assistance from the ride attendant who will be located at the top of the station. In some cases, guests MAY be able to gain access to this attraction using the access lift however this will depend on individual needs and requirements of our guests. Confirmation that guests are able to walk unaided down a flight of 115 stairs will be needed (this is a requirement in the event of an evacuation). If guests are unable to do this then access will be refused to this attraction. Guests are required to walk to the boat and step down into it. Wheelchairs must be stored on the exit platform. Anyone under the age of 14 must be accompanied by a responsible person aged 16 years or over.

### APOCALYPSE

-  Minimum height • SIT DOWN 1.2m  
• STAND UP/FLOORLESS 1.4m
-  No casts

Guest using the access service will be required to gain access to this attraction via the exit. Guests may stay in wheelchairs until boarding the ride. Guests must be able to walk to and board the gondola. Wheelchairs must then be taken out of the loading area and stored.

## THE BOUNTY PIRATE SHIP

-  Minimum height 1.2m.
-  No casts

Guest using the access services will be required to gain access to this attraction via the exit. Wheelchair users may stay in a wheelchair until boarding the ride. Wheelchairs must then be stored outside the ride perimeter.

## THOR

-  Minimum height 1.2m

Guests using the access services will be required to gain access to this attraction via the easy access queue line. Guests may stay in their wheelchairs until boarding the ride. Wheelchairs can be taken up to the automatic gates of the ride platform. Wheelchairs must then be taken and stored outside of the ride perimeter. Guests wishing to ride must be able to brace themselves. Guests must be able to negotiate a small step on to the ride platform and must be able to walk down a set of steps in the event of an evacuation.

## WAVESWINGER

-  Minimum height restriction of 1.0m. Guests between 1.0m and 1.2m must be accompanied by a responsible person (aged 16+).

### Guests with a full leg cast cannot ride.

Guest using the access services will be required to gain access to this attraction via the easy access queue line. Wheelchairs can be taken right up to the ride gondola. Wheelchairs must then be taken and stored outside of the ride perimeter.

## SHERIFF'S SHOWDOWN

-  Minimum height: Children under 1.1m must be accompanied by a responsible adult (aged 16+).

Guest using the access services will be required to gain access to this attraction via the exit. Guests must be able to step across and down into the ride carriage. Wheelchairs must be stored by the exit.

## THE HAUNTING

-  Minimum height: Guests under 1.2m must be accompanied by a responsible person (aged 16+).

All guests must approach via the general entrance. Regrettably 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.

## ACCELERATOR

-  Minimum Height 1m. Guests under 1.2m but above 1m must be accompanied by a responsible person (aged 16+).

### Guests with casts can ride as long as they can be safely secured into the attraction

Guest using the access services will be required to gain access to this attraction via the disabled access queue line to the left of the photobooth. Wheelchair users using the access services will be required to gain access to this attraction via the wheelchair access queue line to the right of the photobooth. Wheelchair users may stay in wheelchairs until boarding the ride. Guests must be able to then leave the wheelchair, cross a platform and then step up and into the ride. Wheelchairs must then be taken to the exit gate and stored outside of the ride area.

## FLYING DUTCHMAN

-  Guests under 1.0m must be accompanied by a responsible person (aged 16+).

Guest using the access services will be required to gain access to this attraction 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 outside of the ride perimeter.

## 4D CINEMA

-  Guests under 1m must be accompanied by a responsible person (aged 16+).

All riders must use the general entrance. Guests may stay in wheelchairs throughout the whole experience and must be able to wear 3D glasses.

## DRUNKEN BARRELS

-  Minimum height 1.1m
-  No casts

Guest using the access services will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. There is a step across and into the ride carriage. Wheelchairs must then be stored in the exit area.

## LOKI

-  Minimum height 1.05m
-  Guests under 1.2m must ride with a responsible person (aged 16+).

Guests using the access services will be required to gain access to this attraction via the exit. Wheelchairs can be taken right up to the gondola. Wheelchairs must then be taken and stored outside of the ride perimeter.

## JOLLY BUCCANEER

-  Minimum height of 1.0m, guests between 1.0m and 1.2m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Guests may stay in wheelchairs until boarding the ride. Accessing the ride will require a step across and up into the car. Wheelchairs must then be stored outside the ride perimeter.

## DODGEMS AHOY

-  Guests between the minimum height of 1.2m and 1.45m must be accompanied by a responsible person (aged 16+). Guests need to meet the height of 1.45m and above to drive
-  Guests must be a minimum age of 8 years old to ride as a passenger. Guest must be a minimum age of 12 years old to drive.
-  No casts

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users need to get out of the chair at the ride exit and make their way to the dodgem car. Entering the car will involve a step across and down into the dodgem car. Wheelchairs must then be stored outside the ride perimeter.

## CAROUSEL

-  Children under 1.1m must be accompanied by a responsible person (aged 16+).

Guest using the access services will be required to gain access to this attraction via the exit. Wheelchair users may stay in the wheelchair until boarding the ride. Guests must be able to walk up 2 steps onto ride platform. Wheelchairs must then be stored outside the ride perimeter. Guests wishing to ride a horse must be able to mount the horse and support themselves, there are bench seats for those unable to do so.

## POLPERRO EXPRESS

-  Children under 1.0m must be accompanied by a responsible person (aged 16+).

Guest using the access services will be required to gain access to this attraction via the exit. guests must be able to negotiate a step up and into the ride. Guests in wheelchairs should approach via the ramp at the rear of the train station in order to access the specialized carriage located at the back of the train. Guests may stay in wheelchairs for the duration of the ride.

## JORMUNGANDR

-  Minimum height of 1.05m.
-  Guests between 1.05m and 1.2m must be accompanied by a responsible person (aged 16+).

Guests using the access service will be required to gain access to this attraction via the exit. Wheelchair users may remain in wheelchairs until boarding the ride. Wheelchairs must then be stored outside the ride perimeter. Guests must be able to leave their wheelchair to negotiate a step up to the train and guests must also be able to walk unaided in the event of an evacuation.

## SLEIPNIR

-  2 years old minimum for guest to ride accompanied
-  6 years old minimum for guest to ride unaccompanied
-  Children between 0.86m-1.1m must only ride on the separate front child seat when accompanied by a responsible person (aged 16+).
-  Children must not ride alone on the small child seat.
-  Guests over 1.1m must ride alone unless they are a responsible person 16+ who is accompanying a guest between 0.86m-1.1m.

Guests using the access services may access the ride via the Easy Access entrance. Wheelchairs must be stored outside of the ride area. Guests must be able to walk up 6 steps to the ride station and must be able to mount the horse, brace themselves and maintain their balance throughout the ride. Guests must be able to walk unaided in the event of an evacuation.

## RIVER RAPIDS

-  Minimum 1.2m
-  Maximum 1.96m

Guest using the access service will be required to gain access to this attraction via the exit. All guests must be able to traverse a moving turntable and walk unaided to ride the attraction. Guests must be able to climb out of the boat in the event of an evacuation. Single riders are not permitted on this attraction. Wheelchairs must be stored on the non-moving platform with the brakes on.

### CAPTAIN'S SEA ADVENTURE

 Minimum height 0.9m. Guests above 0.9m but under 1.2m must be accompanied by a responsible person (aged 16+).

Guest using the access services will be required to gain access to this attraction via the exit. Wheelchair users may stay in the wheelchair until boarding the ride. Guests must be able to step into the gondola. Wheelchairs must then be stored outside the ride perimeter.

### FLYNN'S FIRE RESCUE

 Guests under 0.9m must be accompanied by a responsible person (aged 16+).

Guest using the access services will be required to gain access to this attraction via the exit. Wheelchair users may stay in the wheelchair until boarding the ride. Guests riding the baskets must be able to use the steps into the basket and stand unaided. Wheelchairs must then be stored outside the ride perimeter.

### JEREMY JET'S FLYING ACADEMY

 Guests under 1.2m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. To board the carriage will require a step across and up into it. Wheelchairs must then be stored outside the ride perimeter.

### JAMES & THE RED BALLOON

 Guests under 1m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. To board the gondola will require a step across and up into it. Wheelchairs must then be stored outside the ride perimeter.

### BLUE MOUNTAIN ENGINES

 Guests under 0.9m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. To board the gondola will require a step across and up into it. Wheelchairs must then be stored outside the ride perimeter.

### TOBY'S TRAM EXPRESS

 0.95m Minimum to ride. 0.95m -1.05m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. To board the gondola will require a step across and up into it. Wheelchairs must then be stored outside the ride perimeter.

### TROUBLESOME TRUCKS RUNAWAY ROLLERCOASTER

 Minimum height restriction of 1.0m. Guests between 1.0m and 1.2m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Guests must be able to leave the wheelchair, cross a platform and then step up and into the ride. Wheelchairs must then be stored outside the ride perimeter. Guest must also be able to walk down a flight of at least 30 stairs.

### THOMAS, ROSIE & PERCY ENGINE TOURS

No height restriction.

Children under 12 years old must be accompanied by a responsible person (aged 16+). Children under 12 years old cannot sit unaccompanied in their own compartment. 2 occupied wheelchairs per train.

### TERENCE'S DRIVING SCHOOL

 Minimum height 1m, Maximum height 1.4m

Individual cars with interactive steering and acceleration. Guests must be able to board the gondola, brace themselves and maintain their balance throughout the ride. Guests can be assisted onto the car but carer must wait outside the ride area whilst the ride is in motion. Sight impaired guests will require further advice from a member of staff.

### ROCKING BULSTRODE

 Children under 1.05m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Wheelchair users must be able to leave the wheelchair and negotiate a step up and across to board the ride. Accessing the ride will require 3 steps. Wheelchairs must then be stored outside the ride perimeter.

### CRANKY'S DROP TOWER

 Minimum height 1.05m

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Wheelchairs must then be stored outside the ride perimeter.

### HAROLD'S HELICOPTER TOURS

 Guests under 1.05m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Wheelchair users must be able to leave the wheelchair and negotiate a step up and across to board the ride. Wheelchairs must then be stored outside the ride perimeter.

### DIESEL'S LOCOMOTIVE MAYHEM

 Children under 1.2m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Guests must be able to leave the wheelchair, step across and down into the ride carriage. Wheelchairs must then be stored outside the ride perimeter.

### BERTIE BUS

 Guests under 1.05m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Wheelchairs must then be taken to the exit gate and stored.

### LADY'S CAROUSEL

 Guests under 0.9m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until boarding the ride. Wheelchair users must be able to leave the wheelchair and negotiate a step up and across to board the ride. Wheelchairs must then be taken to the exit gate and stored.

### SODOR CLASSIC CARS

 Children under 1.1m must be accompanied by a responsible person (aged 16+).

Guests using the access services may access the ride through a gate adjacent to the ride operator. Wheelchair users may remain in the wheelchair until boarding the ride. To board the ride, guests must be able to leave the wheelchair, walk to and step up into the car. Wheelchairs must then be stored outside the ride perimeter. COSWP states 1 adult per car. Disabled adults can be accompanied by another adult, but no other guests are to be in the same car (including children).

### WINSTON'S WHISTLE-STOP TOURS

 Children under 1.05m must be accompanied by a responsible person (aged 16+).

Guest using the access service will be required to gain access to this attraction via the exit ramp which is located in the Thomas Land shop. Wheelchair users may stay in wheelchairs until boarding the ride. Guests must be able to then leave the wheelchair, cross a platform and then step up and into the ride vehicle. Wheelchairs must then be taken to the exit waiting area and stored.

### EMILY'S PLAY ADVENTURE

 Maximum height 1.3m. all guests under 1.3m must be accompanied by a responsible person (aged 16+).

All guests must access this area through the main entrance. Wheelchair users must be able to leave the wheelchair to use this play area. Wheelchairs must be stored at the entrance.

Infant area is only accessible to guests 4 years old and under. Adults may accompany children in the however adults are not permitted to enter the main equipment area.