



ACCESSIBILITY GUIDE

THORPE PARK Resort makes every effort to make our rides, accommodation and facilities as accessible to as many of our visitors as possible.

This guide will provide a full overview of the Resort's accessibility services available.

Head to the Accessibility Kiosk after security, or Help & Information outside The Dome for any further information or assistance during your visit.

RIDE INFORMATION

Every ride has it's own unique requirements, these can be viewed at:

- Ride entrances
- By clicking on a ride within the app and selection 'view all' in Ride Restrictions

RIDE ACCESS PASS

The Ride Access Pass is a system we have in place to help guests who require extra assistance or are unable to queue due to a condition or disability. This allows them access to the rides via a virtual queuing system for themselves and up to three people (one of which must be age 14+).

The Ride Access Pass removes the need for guests to wait within the main ride queue lines, and enter by a dedicated entrance for Ride Access Pass users.

For more information, or to register online click 'info' tab at the bottom right of the app.

RIDE SAFETY

All attractions have specific requirements for riders. These can be found at the entrance to each ride - you must check you meet these requirements before joining the queue.

All our rides are not recommended for those with the following conditions:

- Heart, back, neck or similar physical conditions
- High blood pressure
- Expectant mothers
- Motion sickness or dizziness
- Under the influence of alcohol and/or drugs

HEIGHT & AGE REQUIREMENTS

Each ride has specific height requirements - this can include a minimum and maximum height. All riders (including those in wheelchairs) must be height checked before riding.

For height checking services visit Island Help & Information - once checked you will be issued with a wristband. If worn, this will remove the need for individual checks at each ride throughout the day.

On some rides guests between certain height ranges must be accompanied by an adult aged 16+.

Some attractions may also have a minimum age requirement, staff may challenge guests before boarding.

RIDE SEATING

Before any of our rides can be dispatched, they must meet strict safety measures. Some of these measures include a minimum closed position for the restraint and seat belt.

The following attractions have limitations on the size of the rider:

Rush, Vortex*, Quantum, Colossus*, Nemesis Inferno*, SAW - The Ride*, Samurai*, High Striker, Detonator, THE SWARM*, The Walking Dead: The Ride

*A test seat is located at the ride entrance

USEFUL PHRASES

Full upper body strength

A person must have sufficient control to support their head, neck and upper body and maintain the proper riding position throughout the experience.

Ride evacuation

In the unlikely event of a delay with ride operation, it may be necessary to ask riders to exit their seats onto specially designed platforms before the ride has completed its circuit. Some platforms are at height and may involve use of a harness or belt.

Ambulant Rider

A person who is able to walk unaided - some rides also have specific walking distance requirements.

Transfer With Aid

The ability to transfer from a wheelchair into the ride seat with assistance from helpers. Please note; ride staff are not trained to lift/carry guests.

Transfer With Minimum Aid

The ability to transfer from a wheelchair into the ride seat with a small amount of assistance eg. helpers can offer arm support, however not lift/carry.

RESORT INFORMATION

PARKING

We offer car parking spaces for Blue Badge holders on a first come, first serve basis. The owner of the Blue Badge must be in the vehicle when parking.

Accessible parking is located opposite the admissions area - just follow the road signs on arrival.

You must pay for parking, tickets can be purchased on your phone via the Thorpe Park app or in person at Island Ticket Centre or parking machines in the turnstiles hall.

HEARING LOOPS

Hearing loops are installed at:

- Island Ticket Centre
- Island Help & Information

Please let a member of staff know that you use a hearing loop and they will serve you on a desk with this facility installed.

ACCESSIBLE TOILETS

Accessible toilets are in the following locations; Admissions, Lower Dome, Megastore, The Swarm, Black Mirror Labyrinth and Detonator

Follow the signs or click the 'Accessibility' tab in the Thorpe Park mobile app for GPS directions.

CHANGING PLACES TOILET

Located in The Dome, featuring a hoist, adult changing bed, adjustable sink, shower, toilet.

RADAR is key required for all toilet access- hire from Island Help & Information for £10 refundable deposit.

ACCESSIBILITY KIOSK

Located after security checks here to assist with Ride Access Pass collection, carer tickets, RADAR and wheelchair hire.

HELP & INFORMATION KIOSK

Help and Information is located outside the Lower Dome opposite Depth Charge. We can help with; accessibility information, height checks, feedback, lost property and Ride Access Pass info if the Accessibility Kiosk is closed.

FIRST AID

Located next to Help & Information for any medical needs and water fountain.

WHEELCHAIR HIRE

Wheelchairs available for hire from the Accessibility Kiosk for a £50 cash refundable deposit. These are hired out on a first come, first served basis and cannot be reserved ahead of your visit.

