



# RIDE ACCESS GUIDE 2011

[THORPEPARK.COM](http://THORPEPARK.COM)

# WELCOME TO

YOUR THRILLING

# THORPE PARK

DAY STARTS HERE!

This guide is designed to assist our guests with disabilities, ensuring that you have a safe and thrilling day out! We want all our guests to get the most out of our Park and enjoy as many of our attractions as possible. This guide has been produced to give you a full and realistic picture of our attractions, detailing access issues, details of ride evacuations and the requirements for a helper to accompany guests. Hopefully this, along with general ride restrictions detailed on signage at the rides, will enable you to assess your own abilities and make an informed decision about which attractions you are able to, or wish to use.

This guide also acts as your Ride Access Pass (see the back page) for you and your helper on our top 14 rides and attractions along with your wristband, so please keep it safe and ready for inspection by our Rides team.

## RIDE SAFETY

- This guide contains extra information that may be relevant to guests with disabilities, and it is in addition to general ride restrictions (including height, size, and loose item restrictions) that are applicable to all guests. These are detailed on information boards at the entrance to the rides, and it is the responsibility of all guests to check these before deciding to ride.
- Several 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**, **H** and **E** overleaf indicate on which rides they apply. All rides require guests to keep their arms and legs inside the ride carriages, and remain seated at all times.

- Not all rides are suitable for all guests. Each ride has strict operating requirements that all riders must meet. **Please do not ask our Hosts to break these rules because they are in place for your safety.**
- As well as taking note of the ride restrictions, we strongly suggest that you watch our rides in motion before making a decision on whether to ride.

## HELPER/COMPANION

- In order to assist guests with disabilities, we require anyone who has the supporting evidence and is issued the access pass and wristband, that they must be accompanied on the ride by a helper.
- The helper must be at least 14 years old and, in the view of THORPE PARK, able to assume primary responsibility during emergencies.
- The helper must be able to assist the disabled guest with loading and offloading, including transfer from wheelchairs. Our hosts will give full instructions, but for everyone's safety we will leave all lifting to the helper, this may involve the lifting and transfer of the disabled guest from the ride carriage into a evacuation chair at high level.
- Storm Surge, SAW – The Ride, Rumba Rapids, Depth Charge and Logger's Leap are unsuitable for guests who are unable to walk unaided.
- The accompanying helper is required to sit within the same carriage, boat, seat or row as the disabled guest they are assisting.
- Only one helper per disabled guest can use the Ride Access Pass.

THE NATION'S  
THRILL CAPITAL

# RIDE ACCESS PASS

- The Ride Access Pass and wristband allow alternative access to most of the rides via entry points designed for ease. The access pass is used in conjunction with the wristband, and guests will not be able to enjoy the rides without both being visible to the rides hosts.
- The 14 most thrilling rides (as listed below) are our most popular and therefore restrictions apply: the access pass needs to be presented to the rides member upon arrival at the ride of your choice, you will then be allowed to board your first ride at the earliest opportunity. When going onto the ride you will be given a time for your next ride, which will correlate to the length of the main queue for that ride. This process will be repeated at the rides listed below. You are free to use all other rides by awaiting assistance at the ride exit.

The most thrilling rides are:

Storm Surge, SAW Alive, SAW – The Ride, Stealth, Colossus, Nemesis Inferno, Detonator, Rush, Logger's Leap, Tidal Wave, Samurai, Vortex, Zodiac and Rumba Rapids.

- The Ride Access Pass is on the reverse of this guide, and must be shown to a member of the rides team when requested.

Members of the British Association of Leisure Parks, Piers and Attractions (BALPPA) welcome visits by disabled people and will do all that is possible to ensure a safe and pleasurable stay. 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 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 interest of your safety.

# BALPPA STATEMENT

# HELPFUL INFORMATION

## RESTAURANTS & SHOPS

If you require any assistance when visiting any of our shops or restaurants, please feel free to ask for assistance from a host, and we will be happy to help!

## ANNUAL PASS

Disabled guests can obtain an interchangeable Helper Annual Pass; please visit the Annual Pass Office for further details.

## MEDICAL CENTRE

Located in the lower level of the Dome, we are able to cater for a number of special needs, including the cold storage of medicines. An induction loop is fitted for our guests using hearing aids.

## GUEST SERVICES

Located in the lower level of the Dome, we are able to offer advice on ride access, and restrictions, along with height checking, lost property and advice on how to make the most of your day at the Nation's Thrill Capital.

## TOILETS

All toilet locations around the Park have access for guests with disabilities. We operate the RADAR Key system to access any of our disabled toilets. Keys can be hired from guest Services for a £5 refundable deposit.

## GUIDE DOGS

Guide dogs are welcome in the Park. For safety reasons, dogs will not be able to accompany guests onto the rides. Guide dogs may accompany their owner as far as the loading point, but please ensure that guide dogs are left with another member of your group and not left unattended.

# SAFETY CODES

- B** Guests must be able to brace themselves with both their hands and feet, and remain seated upright.
- H** Not suitable for guests with back, heart or neck problems, expectant mothers, or those having had recent surgery or injury.
- E** These rides involve a complex evacuation procedure and may not be suitable for all guests. Please read the notes and restrictions for more detailed information or speak to a member of staff.

# ACCESS GUIDE

Attraction	Safety Code	Disabled Access Via	Notes & Restrictions
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## EXTREME THRILLS

<b>SAW Alive</b>	<b>H</b>	Dedicated entrance	<ul style="list-style-type: none"> <li>• This attraction is not suitable for guests who suffer from heart conditions or who have pacemakers, expectant mothers and anyone under 12 years old.</li> <li>• Guests with sensory disabilities may be affected by darkness, disorientation and noise distortion.</li> <li>• Strobe lighting and other special effects are used within the attraction.</li> <li>• The entrance, exit and parts of the attraction are ramped.</li> </ul>
<b>SAW – The Ride</b>	<b>BHE</b>	Fastrack entrance OR Wheelchair access lift	<ul style="list-style-type: none"> <li>• Guests must be able to brace themselves with their arms and legs.</li> <li>• Guests must have full upper body strength and must be able to lift themselves upwards whilst seated.</li> <li>• Please take advice from a Ride Host regarding artificial limbs.</li> <li>• Parts of the ride are in complete darkness.</li> <li>• Helpers must be able to lift and transfer the guest from any part of the ride.</li> </ul>
			<ul style="list-style-type: none"> <li>• Guests must be able to walk unaided for 25 metres or more.</li> <li>• Guests without footwear will not be permitted on the ride. No heels or backless shoes are allowed on the ride.</li> <li>• Guests needing to use the lift, must use the intercom system to contact a Ride Host for assistance.</li> <li>• The evacuation process requires guests to be able to navigate both narrow, spiral steps and / or transfer themselves from the ride car to an evacuation platform on the lift.</li> <li>• Strobe lighting and other special effects are used within the attraction.</li> </ul>
<b>Stealth</b>	<b>BHE</b>	Ride exit	<ul style="list-style-type: none"> <li>• Please use the courtesy telephone near the ride exit before accessing the ride platform.</li> <li>• Please take advice from Ride Host regarding artificial limbs.</li> <li>• In the event of an evacuation, the helper must be able to lift and transfer the disabled guest from the train and onto an evacuation platform, and then down a ladder (7 steps).</li> </ul>
<b>Colossus</b>	<b>BHE</b>	Ride Exit	<ul style="list-style-type: none"> <li>• An evacuation chair is used to assist guests who are unable to walk unaided during an evacuation. This will require a transfer from the carriage onto the stairway, and a rotation of 180° into the chair.</li> <li>• The helper must sit in the seat next to the disabled guest, they must be able to lift and transfer the disabled guest into the evacuation chair.</li> </ul>
<b>Nemesis Inferno</b>	<b>BHE</b>	Ride Exit or wheelchair access Lift	<ul style="list-style-type: none"> <li>• Please take advice from Ride Hosts regarding artificial limbs.</li> <li>• Parts of the ride are in darkness, and smoke effects are used.</li> <li>• An evacuation chair is available to assist guests who are unable to walk unaided during an evacuation. This will require a transfer from a raised seat, down onto the staircase, rotate 180° and into the chair.</li> <li>• The helper must be able to lift/transfer the disabled guest into the evacuation chair.</li> <li>• Guests unable to walk can use the lift provided to access the ride platform. Please follow the signs to use the intercom system.</li> <li>• Guests able to walk unaided should use the ride exit.</li> <li>• Guests without footwear will not be permitted on the ride.</li> </ul>

Attraction	Safety Code	Disabled Access Via	Notes & Restrictions
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## EXTREME THRILLS – continued

<b>Tidal Wave</b>	<b>BHE</b>	Dedicated Entrance located behind Amity Kebab Co.	<ul style="list-style-type: none"> <li>A rapid transfer into the boat is essential.</li> <li>An evacuation chair is available to assist guests who are unable to walk unaided during an evacuation. This will require a transfer out of the boat and down onto a metal walkway, and a rotation of 180° into the chair.</li> <li>The helper must be able to lift and transfer the guest into the evacuation chair.</li> </ul>
<b>Rush</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>Guests in a wheelchair must use the ride exit.</li> </ul>
<b>Samurai</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>Please take advice from Ride Hosts regarding artificial limbs.</li> <li>Once a Ride Host has been notified guests should wait at the bottom of the exit ramp, until asked to board. Please keep the ramp clear at all times.</li> </ul>
<b>Vortex</b>	<b>BHE</b>	Ride Exit	<ul style="list-style-type: none"> <li>Please take advice from Ride Hosts regarding artificial limbs.</li> <li>The helper should be able to lift/transfer the disabled guest from the raised ride seat down onto the evacuation platform.</li> </ul>
<b>Slammer</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>Please take advice from Ride Hosts regarding artificial limbs.</li> </ul>
<b>Detonator</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>This is a demanding ride; guests afraid of heights should not ride.</li> <li>Please take advice from Ride Hosts regarding artificial limbs.</li> </ul>
<b>X:/No Way Out</b>	<b>BHE</b>	Ride Exit	<ul style="list-style-type: none"> <li>An evacuation chair is available to assist guests who are unable to walk unaided during an evacuation. This will require a transfer from the train, onto a stairway and then into the chair.</li> <li>Strobe lighting and special effects are used throughout the ride.</li> </ul>
			<ul style="list-style-type: none"> <li>Guests with sensory disabilities may be affected by darkness and disorientation.</li> <li>The entrance and exits are ramped and dimly lit.</li> </ul>

## THRILLING & FUN

<b>Storm Surge</b>	<b>BHE</b>	Fastrack Entrance	<ul style="list-style-type: none"> <li>A rapid transfer into the boat is essential.</li> <li>This ride is not suitable for those unable to walk unaided.</li> <li>This is a disorientating ride.</li> <li>Guests must be able to brace themselves and remain seated at all times.</li> <li>Please be aware that there may be a short wait before boarding</li> </ul>
<b>Logger's Leap</b>	<b>BHE</b>	Ride Exit	<ul style="list-style-type: none"> <li>Parts of the ride are in a tunnel and are in complete darkness.</li> <li>Guests must be able to board boats whilst they are in motion (boats are stable and move on a conveyor belt). The ride cannot be stopped for loading.</li> <li>This ride is not suitable for guests who are unable to walk unaided.</li> </ul>
<b>Rumba Rapids</b>	<b>BHE</b>	Ride Exit	<ul style="list-style-type: none"> <li>Wheelchair access is not possible on this ride. The exit pathway is approx 100 metres long, consisting of 34 steps and ramped sections. Guests are required to use the courtesy phone at the exit of the ride before entering the queue line.</li> <li>Guests must be able to board boats whilst in motion. Guests are required to step onto a moving turntable, and then quickly into the boat. The ride cannot be stopped for loading.</li> <li>This ride is unsuitable for guests who are unable to walk unaided.</li> </ul>



Attraction	Safety Code	Disabled Access Via	Notes & Restrictions
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## THRILLING & FUN – continued

<b>Flying Fish</b>	<b>BHE</b>	Dedicated Entrance	<ul style="list-style-type: none"> <li>In the event of an evacuation, the helper must be able to carry the disabled guest down a ladder (minimum 4 steps).</li> </ul>
<b>Time Voyagers</b>		Ride Entrance	<ul style="list-style-type: none"> <li>This attraction is dimly lit, and there are sudden loud noises and special effects.</li> <li>Please speak to the Ride Host at the main entrance for priority access.</li> <li>Each show can accommodate up to four guests in wheelchairs.</li> </ul>
<b>Quantum</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>The ride exit / disabled entrance has 9 steps and is not suitable for guests who are unable to walk unaided.</li> <li>Guests must be able to brace themselves with their arms and legs.</li> </ul>
<b>Zodiac</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>Please be aware that the Gondolas on this ride will move when boarding.</li> </ul>
<b>Depth Charge</b>	<b>BHE</b>	Ride Entrance	<ul style="list-style-type: none"> <li>Please note: wheelchair access is not possible on this ride.</li> <li>The entrance has 12 steps and several ramped sections.</li> <li>This ride is not suitable for guests who are unable to walk unaided.</li> <li>Disabled guests must join the main queue line for this ride.</li> </ul>
<b>Mr Monkey's Banana Ride</b>	<b>BH</b>	Dedicated Entrance	<ul style="list-style-type: none"> <li>Disabled guests must be seated in the middle rows of the ride.</li> </ul>
<b>Storm in a Tea Cup</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>This is a disorientating ride; guests must be able to brace themselves.</li> </ul>
<b>Rocky Express</b>	<b>BH</b>	Ride Exit	<ul style="list-style-type: none"> <li>Smaller guests should sit on the right hand side of the seat.</li> </ul>

## YOUNG THRILLS

<b>Canada Creek Railway</b>		Ride Entrance	<ul style="list-style-type: none"> <li>Dependant on the size of wheelchair, guests may sit in their wheelchair on board the train. Please ask a host for use of the dedicated wheelchair carriages.</li> </ul>
<b>Wet Wet Wet</b>	<b>BH</b>	Ride Entrance	<ul style="list-style-type: none"> <li>The entrance consists of 5 steps and several ramped sections.</li> <li>Preferential and wheelchair access is not possible on this ride.</li> </ul>
<b>Neptune's Beach</b>		Entrance	<ul style="list-style-type: none"> <li>This area is for families with young children only.</li> <li>Wheelchairs are not permitted in the pools.</li> </ul>
<b>Chief Ranger's Carousel</b>	<b>B</b>	Ride Exit	<ul style="list-style-type: none"> <li>Riders must be able to remain seated at all times.</li> <li>To ride the horses requires the ability to hold on at all times and reach the foot rests.</li> </ul>

Please note that one helper can accompany a disabled guest onto our Rides and Attractions via the access stated above. Height, size and other safety restrictions also apply. These are displayed on the Park Map and on signage at the rides, and should be read in conjunction with this guide.



# RIDE ACCESS PASS

Guest Name

Date Stamp

GS Authorisation

Helper

For the following rides, please pass to a member of staff for authorisation and further boarding instruction:

Storm Surge, SAW Alive, SAW – The Ride, Stealth, Colossus, Nemesis Inferno, Detonator, Rush, Logger's Leap, Tidal Wave, Samurai, Vortex, Zodiac and Rumba Rapids

Time

Host Initials

Time

Host Initials

When going on a ride, you will be given a time for your next ride, which will correlate to the length of the main queue of the ride. This process will be repeated at all the rides detailed above. You are free to use all rides not detailed above without time restrictions.

This access pass is only valid in conjunction with a valid wristband and permits one guest and one helper access to above attractions. Users must adhere to all ride and Park terms and conditions.