

## Easy Access Guide

### BALPPA

**As a member of the British Association of Leisure Parks, Piers and Attractions (BALPPA) we 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 & Safety Executive that refusal on the grounds of health & safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interests of your safety.

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.

### Service Animals

Service animals are not allowed on any attraction and must be left with non-riders.

### 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.**



## Important Information

### Stormforce 10, The Wave, Accelerator Troublesome Trucks, Gold Rush, River Rapids & Jormungandr

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 apply for an Access card, you will need to contact Nimbus directly on the following email [info@nimbusdisability.com](mailto:info@nimbusdisability.com) or link provided to complete an online assessment.

## Guidance for Guests with Missing Limbs

To apply for an Access card, you will need to contact Nimbus directly on the following email [info@nimbusdisability.com](mailto:info@nimbusdisability.com) or link provided to complete an online assessment.

On receipt of a completed and accepted assessment, you will need to visit our Guest Services office on the day to receive a tailored ride assessment from our Ride operations team.

## 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.

### THE WAVE

-  Guests between 1.2m and 1.32m must be accompanied by a responsible person aged 16+ on a 1:2 ratio.
-  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. Confirmation that guests are able to walk unaided down a flight of stairs will be needed (this is a requirement in the event of an evacuation). Boarding the rollercoaster will require the guest to step into the coaster and then down into their seat.

### 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 1.3m
-  No casts

Guest using the access service will be required to gain access to this attraction via the exit. 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. Anyone under the age of 14 must be accompanied by a responsible person aged 16 years or over.

### 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.

### 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-1.2m 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 1.2m must ride alone unless they are a responsible person 16+ who is accompanying a guest between 0.86m-1.2m.


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 unaccompanied 1.3m. Minimum 1.1m. Guests between 1.1m and 1.3m must be accompanied by a responsible person. A ratio of 1:2 is required, and the responsible person must be sat next to the 2 guests they are accompanying in the same boat section.
-  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.

## 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.

## 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.

## 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.

## 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.

## BLASTING 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.

## 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.


## GOLD RUSH

-  Minimum height: 1.0m. Maximum height: 1.96m.

### No wheelchair access. Guests need to be ambulatory in case of an evacuation.


No expectant mothers. Do not ride if you have heart conditions, motion sickness, fear of heights, back or neck problems, recent surgery/existing conditions which may be affected or any physical and/or mental disability that means they cannot be safely held by passenger containment system. Guests must be able to walk and transfer unaided. Amputees must be referred to guest services for information on whether they can safely ride.

### 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. 1 occupied wheelchair 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. 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.

### SUBMARINE SPLASH

 Children under 2 years old are not permitted to ride. Guests must be a minimum of 6 years old and a minimum of 1.2m to ride alone. Minimum height of 0.9m.

Guest using the access service will be required to gain access to this attraction via the exit. Confirmation that guests are able to walk unaided will be needed (this is a requirement in the event of an evacuation).

Boarding the ride will require the guest to step down into a boat onto their seat.