



Disability Policy Statement

Adventure Island is committed to promoting an atmosphere of fun within a safe 'disability assisted' environment.

We manage this by:

- Recognising that all visitors and staff have the right to be treated as equally as possible in all areas of the park.
- Being open to all types of recognised disability.
- Making sure that all our staff are aware of our company policy and are prepared to assist where possible.
- Keeping up-to-date with changing legislation using websites and BALPPA connections.
- Giving open access to external authorities to examine our policy and enforcement procedures.
- Building links with agencies and focus groups enabling professional bodies to advise us on additional duties and works.
- Constantly reviewing action plans to update works in hand.
- Continually reviewing our policy to maximise effectiveness.

Statement of general terms for public safety and disabled people

Some of our rides are physically demanding and vigorous. All visitors are invited to discuss the abilities required to use the rides safely and the possibility for reasonable adjustment. If after considering all reasonable adjustments the risks identified to all visitors cannot be overcome, the company reserves the right to refuse admission to certain rides.

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.

This guide will assist our guests with disabilities to ensure 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 rides and facilities as possible.

This guide has been produced to give you a full and realistic picture of our attractions, detailing issues, ride restrictions, details of ride evacuations and the requirements for helpers to accompany disabled 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 use.

Thank you.

Parking

There is currently limited and restricted parking at Adventure Island. However there is a large drop off point at the top of the West side slope and the park is close to large car parks with lift and slope facilities. If you choose to use the drop off point, given notice, we will assist in any way practical. If you have a disabled parking badge there are parking bays provided within a few metres of all our four main entrance points.

Entrance / Exits

There are four entrances, all of which are slopes down in to the park. The far west slope has speed humps as this is the main vehicle entrance. There are no turnstiles to enter the park.

Ticket and wristband Sales

There are two main ticket and wristband purchase points, one located on the east of the Park and one on the west. Both are wheelchair accessible, and the west sales office is also where Customer Services is located should you require further assistance. Both sales offices have hearing loop facilities as does Customer Services. Please look for the signs.

The park's current policy on wristband sales for disabilities entitles the carer to a half price wristband (a maximum of 2 per disabled person). This means that if a disabled guest purchases a wristband but requires a carer, the carer will receive a half price wristband of the same value. Carers must be over 18 years of age.

Disabled people may ride on certain rides alone, please see information boards for details. Carers may not ride alone, if they wish to do so, they can purchase a full price ride band or tickets per ride.

Assistance Animals

Registered Disability Support Dogs, Hearing Dogs, Guide Dogs, Disability Assistance Dogs, Medical Assistance Dogs and Seizure Alert Dogs are very welcome at Adventure Island when accompanied by and under the control of their owners. All dogs must be kept on a lead. All assistance dogs must be wearing their respective identifying high visibility jackets and their Environmental Health and Identification cards must be carried and shown if required. The animals will not be permitted on any of the rides.

Wheelchairs

Unfortunately we are unable to offer any wheelchairs for guest use, however guests with their own wheelchair will of course be welcome and facilities exist to cater for wheelchair users.

First Aid

There are two first aid centres in the park, one is located at the far west end of the park and the other is on the east side near the main east entrance. There are always qualified general first aiders on site.

Toilets

All of our toilets have a wheelchair accessible facility. They are located at the far eastern end of the park by the Jungle Jive Café, in the centre of the park by the east main entrance slope and at the far western end of the park. The west side toilets have automatic taps. There are also baby changing units provided at all three sites. Please see the map for further reference to locations.

Telephone

In the event of emergency customer services may assist with a telephone.

Arcades

There are two arcades. One of which is located on the west side of the park under the mini mega and The Treasure Chest is located centrally near the east side sales office. Both are wheelchair accessible. Assistance dogs are welcome but must be kept on a lead. Both arcades are well illuminated and have permanent assistance available.

Restaurants, Sideshows and shops

The two main restaurants are the Jungle Jive Café and Pizzas of Eight. Both are wheelchair accessible, however the Jungle Jive Café has dim lighting for effect. Assistance dogs are permitted. There are several take-away units in the park offering healthy food options. All shops and sideshows are wheelchair accessible, in well illuminated areas with staff on hand to assist. The shops located around Blackbeard's on the Dock & Quay area have all been adapted for wheelchair access.

Ride Access

We are unable to provide helper/companion facilities to assist with entering or exiting rides and all wheelchair users must therefore provide their own carers, although our staff will assist where it is safely practical to do so. We provide a half price wristband for helpers/companions. The helper/companion will be required to accompany the disabled guest in the same carriage for the duration of the ride and that person must assist in the event of ride evacuation. If you are in a category of disability which requires a wheelchair, you have artificial limbs, you have heart, neck, back or similar problems you should study the rides and consider our recommendations. Please make your own informed choice based on your own disability before deciding to ride.

Rides are governed by height restrictions and Customer Services at the west sales office will be able to assist with height confirmation and will issue a stamp denoting if the guest is over 1 metre or 1.2 metres. Not all rides will be suitable depending on the type of disability and information boards can only advise you. Please do not ask our ride hosts to break strict ride codes; they are in place for everyone's safety. In addition to the ride information boards, we strongly suggest you observe the rides in motion before making your decision whether to ride. Expectant mothers should also study the attractions before choosing to ride. Guests unable to queue will be able to access most rides via the exit. Please make yourself known to the ride host and ensure your carer is with you to assist you into your ride seat.

For safety reasons including ride balancing and evacuation procedures, the number of disabled guests on certain rides at any one time may be restricted. If you are in a large group, it may be advisable to separate into smaller numbers. Please note that the safety of all staff and visitors is paramount and we will endeavour to make your visit as pleasurable as possible. However some rides regrettably may be considered inadaptable for your needs. We have an ongoing maintenance programme and will make adaptations where possible as soon as is practical. We thank you for your patience and appreciate any suggestions you may have for us. Please leave your notes with Customer Services. There is a comment form attached to this document.

Adventure Golf

At the far eastern end of the park is Adventure Golf. This consists of two mini golf courses with nine holes each. Unfortunately the upper course is inaccessible to wheelchairs. The lower course is accessible to wheelchair users with a carer.

The following signs are stated recommendations and our guidelines only. Please ensure your disability meets the rides safety directive.



These disability signs are for your consideration and are the park's recommendations only. Observe the ride before entering and do so at your own risk. Please consider any heart, back or neck problems, nervous disorders, motion sickness, and pregnancy.

Ride Recommendations

Drop & Smile

A drop tower. Wheelchair access to this ride is via the exit, and there are four steps onto the ride platform. Guests must be able to hold the lap bar and sit upright. Not recommended for expectant mothers. The nature of the ride is a vertical rise with sudden drop.



Lighthouse Slip

A spiral slide. This ride is not wheelchair accessible. There are 52 steps. Guests must be able to grip a ride mat. The ride consists of a simple spiralling slide.



American Whip

A small car ride with a fast 'whipping' motion. There is no disability ramp for wheelchair access for this ride. The nature of the ride is fast jerking motion. Guests must be able to sit upright and grip the lap bar. Not recommended for expectant mothers.



Devil's Creek Gold Mine

A train ride with twisting tubs. There is a disability ramp for wheelchair access located next to the entrance. The ride carriages are deep and to enter them guests must be able to lift their legs over the side. The tubs are 'free spinning' and as such there may be slight movement whilst entering or leaving. Guests must be able to sit upright and have good lower body strength. The ride carriages twist whilst going along a track around a series of tight corners. There may also be a small amount of strobe lighting.



Choo Choo Train

A small circular train ride. Wheelchair access is via the ride exit. There is a small step to the ride platform and a step up to enter the carriages. The ride carriages are small with a narrow doorway. The rear of each carriage is wider than the front section. The nature of the ride is a simple round rail track.



Crooked House

A walkthrough interactive experience with sloped floors and tight corners. Due to the nature of this attraction it is not wheelchair accessible. Partially sighted guests should be aware that it is dimly lit. There are two staircases in the attraction, one inside and one at the exit.



Sk8borda

A spinning, rocking skateboard. Wheelchair access is via the ride exit, and there are six steps to the ride platform. Guests must be able to grip the lap bar, sit upright and have good lower body strength. Not recommended for expectant mothers.



Cow Jump

A row of seats which move in a vertical circular rotation remaining upright. Wheelchair access is via the ride exit, and there is one step to the ride platform, as well as a further step on to the carriage. Guests must have good lower body strength and be able to grip the lap bar. Not recommended for expectant mothers.



Dragon's Claw

A fast intense spinning ride with four inversions. Guests should have full body control and be in good health. Guests unable to queue may access the ride via the exit. There are four steps to the ride platform. Guests will be subject to being 'upside down' four times during the ride cycle. Not recommended for expectant mothers.



Formula AI Karting

Self operated Go Karts with steering and pedal control. Guests must have good eyesight, full body strength, and be able to tolerate slight bumping. Each rider has an individual seatbelt. Wheelchair access is via the exit, and there is one step to the platform. Some disabilities may be restricted to passenger only.



Dodgems

Self operated dodgems with steering and pedal control. Guests must have good eyesight, full body strength, and be able to tolerate slight bumping. Each rider has an individual seatbelt. Wheelchair access is via the exit, and there is one step to the platform. Some disabilities may be restricted to passenger only.



Scorpion

A fast intense spinning ride. There is a ramp at the exit for wheelchair access. The carriages are 'free swinging' and there may be slight movement during entry and exit. Guests must be able to grip the lap bars, have a strong upper body, and be able to sit upright unassisted. Not recommended for expectant mothers.



Fireball

A fast swinging circular ride. Wheelchair access is via the exit, and there are four steps to the ride platform, as well as two further steps to the ride car. Guests must be able to sit upright unassisted and grip the lap bar. Not recommended for expectant mothers.



Mighty Mini Mega

A roller coaster with tight twists and turns. Each rider has an individual lap bar. Guests should have full body strength and must be able to grip the lap bar and sit upright unassisted. Not recommended for expectant mothers.



Barnstormer

A roller coaster. Wheelchair access is via the exit ramp. Guests should have full body strength, and must be able to grip the lap bar and sit upright unassisted. Not recommended for expectant mothers.



Big Wheel

A slow rotating wheel. Wheelchair access is via a ramp at the exit. The ride cars have narrow doors and are 'free swinging', so there may be slight movement whilst entering and exiting.



Ramba Zamba

A spinning disc travelling on an arc track. There are nine steps to the ride platform, and guests who are unable to queue may use the exit. Each seat has an individual seat belt and back restraint. Guests must have full body strength and be able to grip the hand bars. Not recommended for expectant mothers.



Pharaoh's Fury

A fast spinning ride with forward and turning motion. Wheelchair access is via the exit, and there are two steps to the platform as well as a further step up to the ride car. The cars are spacious. Guests must have full body control and be able to grip the lap bars. Not recommended for expectant mothers.



Blackbeard's All At Sea

A cinema show with moving seats and air/water effects. Wheelchair users can access this attraction through the usual entrance. To experience the attraction fully guests must sit on the moving benches, however the audio/visual part of the experience can still be appreciated. The attraction has a soundtrack which guests who are hard of hearing may be unable to experience. Partially sighted guests should be aware there is dim lighting.



Jumping Jolly Rogers

A round boat ride with two bumps. Wheelchair access is via the exit, and there are four steps to the ride platform. The boat carriages are designed for low level access. The surrounding shopping area is wheelchair accessible.



Sea Serpent

A tube slide. There is no wheelchair access due to the steps to reach the top. Guests must have full body strength. Partially sighted guests may find the narrow spiral staircase difficult to navigate.



Sky Drop

A fast drop tower. Wheelchair access is via the exit, and there are six steps to the platform, as well as a further step up to the ride seats. Each seat has an individual shoulder restraint. Guests must have full upper body strength and be able to grip the shoulder restraints. The motion is a slow rise and fast sudden drop. Not recommended for expectant mothers.



Tidal Wave

Two water slides, one open air and one tube. There is no wheelchair access due to the steps to reach the top. The Green Terror Tube is in darkness and not recommended for partially sighted guests. Guests must have good upper body strength and be able to sit upright unassisted for both the Green and Blue slides. There is a flash photography lamp in use.



Over The Hill

A dark ghost train. The queueline includes two staircases, however guests who are unable to queue may use the ramp at the exit. In the event of a ride evacuation, guests may need to use two steps and walk a short distance. Guests should have good upper body strength and must be able to grip the lap bars. Partially sighted guests should be aware that dim lighting is used for effect. There are three strobe lighting sections in the ride.



Vortex

A fast spinning ride. Wheelchair access is via the exit, there is a steep ramp to the platform and a step up to the ride car. Guests must have full body strength, be able to grip the lap bars and be able sit upright unassisted. Not recommended for expectant mothers.



Archelon

A large rotating swing with 'wave' motion. Wheelchair access is via the exit. Guests must have full body strength, be able to grip the chains and be able to sit upright. Not recommended for expectant mothers.



The Dragon

A fast roundabout ride with forwards and backwards motion. Wheelchair access is via the exit, and there are three steps to the ride platform. Guests must have full body strength, be able to grip the lap bars and be able to sit upright unassisted. Not recommended for expectant mothers.



Magic Monsters

A slow roundabout with small bumps. Wheelchair access is via the exit, and there is a small step to the platform. Each car has a seatbelt.



Jungle Express

A slow train ride. Wheelchair access is via the exit. The carriages are fairly small, with a wider carriage at the very front.



Flying Jumbos

A rotating ride with cars that lift up. Wheelchair access is via the exit, and there is a step to the platform as well as a further step to enter the car. Each car has a seatbelt.



Viking Boats

A slow boat ride with a mild 'wave' motion. Wheelchair access is via the exit, and there are four steps to the platform.



Green Scream

A fast roller coaster. Wheelchair access is via the exit ramp. Guests must have full body strength, be able to grip the lap bars and be able to sit upright unassisted. Not recommended for expectant mothers.



Rage

A fast intense roller coaster with three inversions. Each seat has an individual shoulder restraint. Guests who are unable to queue may use the exit ramp. Guests must have full body strength, be in good health and be able to grip the shoulder restraint. The ride has a vertical climb, a more-than-vertical drop and guests will be subject to being 'upside down' three times.



These disability signs are for your consideration and are the park's recommendations only. Observe the ride before entering and do so at your own risk. Please consider any heart, back or neck problems, nervous disorders, motion sickness, and pregnancy.



Comments Form

Name.....

Address.....

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Post code:/...../...../.....//...../...../

Telephone: Area code (.....)

E-Mail:

Nature of your disability:

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Comments:

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Adventure Island welcomes and values your comments. We have regular reviews on how we can further upgrade the disability facilities at this park.

We will endeavor to act upon any constructive comments where deemed practical.

Thank you for taking the time to fill out this form.