



RESORT ACCESS GUIDE

2017

WELCOME

Alton Towers Resort makes every effort to ensure that the Theme Park, our Accommodation, Waterpark and other facilities are accessible to as many of our guests as possible. This guide has been produced to give you a full and realistic picture of our attractions, and hopefully, along with general ride restrictions detailed on signage at the rides and attractions, will enable you to assess your own abilities and make an informed decision about which attractions you wish or are able to use.

BALPPA STATEMENT ON PUBLIC SAFETY FOR DISABLED PEOPLE

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/attractions in our parks can be physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides/attractions 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 and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety. Please note, the provision of admission discounts and special access facilities is entirely at the discretion of Alton Towers Resort.

THEME PARK INFORMATION

PARKING

We offer a number of spaces on a first come, first served basis for those who have a Blue Badge identifying a mobility issue. We do ask that the owner of the blue badge be present in the vehicle when parking.

Parking is situated next to the main Admissions Plaza, alongside our Express Car Park, and is accessed via the Coach Park gate. Parking is charged per car. Please take advice from the car park attendant who will direct you to the correct space.

BUYING TICKETS / ENTERING THE THEME PARK

Guests who have the following documentation are entitled to one free carer ticket and a second carer at half price. However, the guest with the disability and any further members of their party will pay full price. Please show the relevant paperwork at the ticket kiosk when you buy or collect your ticket.

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
2. Personal Independence Payment letter (dated within the last 12 months).
3. A current and valid Blue Badge.
4. Letter from GP or consultant (dated within the last 12 months) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

Unfortunately we will not be able to issue carers tickets without seeing the above documentation.

Please use the 'Cash Only' kiosk to the far side of the entrance plaza if you require ramped access; otherwise any of our cashiers will be more than happy to assist you in your ticket purchase/collection.

Wheelchair users should use the gates between the turnstiles for wider access.



Hearing Loops

At Admissions we have a mobile unit which can be used at any kiosk or window. If you or anyone in your party need to use this facility please speak to a member of staff who will be happy to assist.

ANNUAL PASS

Guests with additional needs can obtain an interchangeable carer's Annual Pass - please visit the Resort Box Office for further information.

GROUP VISITS

If you are coming as part of a larger group, or are bringing a group, please contact our Guest Services office on 01538 703344 and they will advise you on your best course of action.

GUEST SERVICES

Located on Towers Street, the Resort Box Office should be your first point of call. The team in there can offer advice on Resort access and restrictions, issue wristbands and passes (conditions apply) and provide further information on available facilities.

RIDE ACCESS PASS/WRISTBANDS

We offer Ride Access Passes to Guests who may find it difficult, or cannot stand for for long periods of time either because of physical disability or learning/emotional impairment.

There are certain conditions which we recognise for automatic eligibility for the Ride Access system, which comprises of a RED wristband and a Ride Access Pass and we will accept the following documentation as proof of this eligibility:

1. Disability Living Allowance or Attendance Allowance (DLA) award letter (dated within the last 12 months) showing that you receive the **higher rate mobility** component.
2. Personal Independence Payment (PIP) letter (dated within the last 12 months) showing that you receive the **enhanced mobility** component.
3. A current and valid Blue Badge.

If you believe that you are unable to stand in a queue line, and you do not have the required documentation, we are happy to arrange a Ride Access Pass upon presentation of a letter from your GP or Consultant on headed paper (dated within the last 12 months) which clearly states that you are unable to queue and why (we do not need a letter of diagnosis). This, or any of the documentation above, must be presented alongside valid photographic ID for the named recipient.

Our Guest Services team will do everything possible to ensure that your visit is as easy as possible. However, we are not in a position to assess individuals' abilities so we must insist that the letter from a medical professional states that you **are unable to queue and why**, rather than simply confirming your condition. This includes (but is not limited to) people with the following conditions:

- Guests with visual impairments
- Guests with hearing impairments
- Type 1 Diabetes (including pump users)
- Type 2 Diabetes
- Asthma
- Epilepsy
- Guests with neurological, behavioural, emotional & social difficulties, including ADD, ADHD, ASD, ODD etc.

Ride Access Passes are not automatically offered to guests who have a hearing or visual impairment unless they are in receipt of the higher rate DLA, enhanced PIP or they have a letter from their consultant. However, these guests should still ensure they go to the Resort Box Office on arrival to obtain a WHITE wristband which will ensure that staff can identify their needs and offer them full support, particularly in the case of an emergency.

For clarity, the Ride Access Pass places guests in a ‘virtual queue’ – they do not allow immediate and unrestricted access to rides. The mechanic is such that once you have completed your first ride (the pass includes Go Jetters Vroomster Zoom ride, Get Set Go Tree Top Adventure, In The Night Garden Magical Boat Ride, Postman Pat Parcel Post, Octonauts Rollercoaster Adventure, Hex, Galactica, Nemesis, Spinball Whizzer, Rita, Oblivion, TH13TEEN and The Smiler) your card will be marked with a time at which you can go on your second ride; this process will be repeated at each of the rides as you visit them. Once your card is completed you can return to the Resort Box Office for a new card. Rides that are not specifically covered by the pass may still be used and access will be via the exit.

Please note, given the number of people entitled to Ride Access Passes, you may still have to wait, and other queues (eg, Fastrack, Single Rider) may move more quickly. We cannot control this, nor can we allow more than one non-ambulant disabled guest on a ride at a time due to our emergency procedures.

We now provide the option to pre-register online for your Ride Access Pass. By visiting www.altontowers.com you can input your details and upload the relevant paperwork. This will allow the team to prepare everything for your arrival. Your documents will need to be provided on the day too for authorisation. Upon confirmation you will receive a reference number that will then allow you to claim your Ride Access Pass without showing your documentation again at the Alton Towers Resort, Chessington World of Adventures Resort and Thorpe Park Resort. When using your unique reference number you will also need to present valid photographic identification.

HELPERS

In certain situations (such as extreme weather conditions or temporary stoppages), it may be necessary for guests to be downloaded from the rides, possibly from the highest point. For this reason, the number of disabled people permitted on certain rides at any one time may be limited which means you may be asked to divide your party into smaller groups, and may experience a wait before you board.

Guests with disabilities are required to have a **minimum of one** helper with them at all times, including on the rides, who must be able to assist the disabled guest with loading

and offloading (including their transfer from wheelchair if necessary). Our ride hosts will give full instructions but they are unable to help with any lifting. For guests who are unable to walk unaided, at least one helper over the age of 14 may be required to assist with ride download procedures. On occasions we can allow up to three helpers to ride

Outlined later in this document are a number of rides and attractions where the age of a Helper may be below the age of 14. This will be on some of our rides and attractions that are at ground level and are designed for our younger visitors. It is recommended that a helper over the age of 14 remains within close proximity to the ride or attraction.

Helpers must also be able to communicate any safety restrictions and messages, and assist with any emergency or evacuation procedures, which may involve the lifting and transfer of the disabled guest from the ride carriage into an evacuation chair at high level. Please ensure you are comfortable with any potential emergency evacuation before deciding to ride.

Helpers will not be issued with a wristband but we ask that they are present at the Box Office with the disabled guest when the red wristband and Ride Access Pass is issued.

RIDE SAFETY

This guide contains extra information that may be relevant to guests with additional needs or 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 ride queues, and it is the responsibility of all guests to check these before deciding to ride.

Several rides (including all of the 'thrill' rides) are unsuitable for guests with heart, neck, or back conditions, or if you are pregnant, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions. Some of our attractions do not allow guests wearing plaster casts to ride as these can cause issues with containment systems and during evacuation. 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. 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 ride hosts to break these rules as 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.

ASSISTANCE/GUIDE DOGS

Assistance/guide dogs are welcome in the Theme Park but they will not be able to accompany guests onto any of the rides. They will be allowed as far as the loading point where they must be left with a member of the party – they must never be left unattended anywhere in the Theme Park.

WHEELCHAIR HIRE

A limited number of wheelchairs are available for hire from the Resort Box Office on a first come, first served basis. A £20 refundable deposit is required and a rental charge of £10 applies to guests who cannot show documentation confirming their eligibility.

Wheelchairs are subject to availability so we would suggest that guests who need a wheelchair to travel around the Theme Park bring their own for ease and certainty. Please note, due to the very hilly nature of our site which can make powered buggies very unstable Please take extra care when using them and speak to a staff member in the Resort Box Office for further information.

TOILETS

All toilets across the Resort have access for guests with wheelchairs or additional needs and can be seen on the map with this symbol:



We are also proud to have a new 'Changing Places' on the theme park located at X-sector as well as slightly smaller 'Space to Change' located in Fountain Square, both are situated by the main toilet block and they can be seen on the map with this symbol:



Please note: access to the changing facilities will require a **RADAR** key which, if you don't have your own, can be collected on loan at the **Resort Box Office**. **A deposit will be required.**

Both offer full changing facilities including a height adjustable bed, a tracking hoist and plenty of space.



HEARING LOOPS

Hearing loops can be found at Admissions and the Resort Box Office. Look out for the symbol. Both areas have a mobile unit so if anyone in your party needs this facility please speak to a member of staff who will be happy to assist

FIRST AID CENTRE

Located at the bottom of Towers Street between Towers St Bar & Grill and the Towers Street Skyride Station, we have a range of facilities including cold storage for medicines.

RESTAURANTS & SHOPS

If you require any assistance when visiting any of our shops or restaurants, please feel free to ask for assistance from one of our employees who will be happy to help. Menus for all of our main restaurants are available to view on-line so please check in advance of your visit if you have special dietary needs.

THE GARDENS AND THE TOWERS

The Gardens and the Towers are steeped in history and are both Grade listed. There are steep paths, many steps and water edges that make some areas inaccessible however there are some paths which do offer garden views. Please ask at the Resort Box Office for further information.

ALTON TOWERS WATERPARK INFORMATION

ADMISSION RATES

Guests who have the following documentation are entitled to one free carer ticket. However, they and any further members of their party will pay full price. Please show the relevant paperwork at the Waterpark reception when you buy or collect your ticket.

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months).
2. Personal Independence Payment letter (dated within the last 12 months).
3. A current and valid Blue Badge.
4. Letter from GP or consultant (dated within the last 12 months) confirming the need for a full time carer. This does not need to be a letter of diagnosis.

ASSISTANCE/GUIDE DOGS

Assistance/guide dogs are not allowed in the Waterpark. However, helpers can assist guests who are visually impaired around the Waterpark.

WATERPARK ACCESS

The Waterpark is based on the ground floor of Splash Landings Hotel with lift access from all floors. Access to the Waterpark is through the main changing rooms, which has a fully accessible shower area and toilet facilities. In accordance with national swimming pool standards, children under 10 years of age must be accompanied by a responsible adult (i.e. 16 years of over) and the following child: adult supervision ratios must be observed at all times:

- Children aged 5 to 9 years must be supervised 2 children: 1 adult
- Children aged 4 and under must be supervised 1 child: 1 adult

ACCESS TO WATER SLIDES

The water slides each have their own restrictions which have to be adhered to at all times. Anyone who can access the take-off areas and comply with the slide restrictions can use the various water slides. All our water slides display information on general slide restrictions at the entrance point and it is the responsibility of all guests to check these prior to entry.

Not all water slides are suitable for all guests with a disability and each has strict operating requirements that our employees have to follow for health and safety reasons. Please do not ask our employees to break these rules – they are there for your safety and the safety of others. Guests should use their discretion when deciding whether or not to go on a slide and we suggest that you watch the slide and exit pool area before making a decision.

ACCESS TO POOLS AND FEATURES

The main Lagoon Bay pool area has a beach landing (as does the Little Leak children's pool) making it easily accessible by foot or by wheelchair. This Lagoon Bay pool area is also connected to the Lazy River. Bubbly Wubbly is a hot whirlpool located outside and has access via a hoist for non-ambulant guests. The Bottom Flash Flood swimming area has access via a hoist for non-ambulant guests. The Wacky Water Works lower level is accessible by wheelchair, where there are several water features including the landing area for the massive Tipping Bucket.

HELPERS

For safety reasons, the number of disabled people permitted on certain attractions at any one time may be limited so you may be asked to divide your party into smaller groups, and may experience a wait before you are able to use the attraction. For safety reasons, guests with disabilities are required to have at least one helper over the age of 14 accompany them onto the attractions. Helpers will not be issued with a wristband but must be present at the Waterpark Reception with the disabled guest when the Wristband is issued. Helpers must be able to assist disabled guests with loading and offloading (including their transfer from wheelchairs); communicate any safety restrictions and messages, and assist with any emergency or evacuation procedures, which may involve the lifting and transfer of the disabled guest from the attraction.

RIDE ACCESS WRISTBANDS

There are many medical conditions that may require additional thought and planning by a guest coming to the Alton Towers Resort, and we will do our best to respond to requests for additional access compassionately. However, to ensure that our ' Ride Access' wristband remains beneficial for those who rely on it, our Waterpark team must see certain documentation before they are able to arrange it.

There are certain conditions which we recognise for automatic eligibility for the Ride Access wristband, and we will accept the following documentation as proof of this eligibility:

1. Disability Living Allowance or Attendance Allowance award letter (dated within the last 12 months) showing that you receive the higher rate mobility component.
2. Personal Independence Payment letter (dated within the last 12 months) showing that you receive the enhanced mobility component.
3. A current and valid Blue Badge.

These guests will receive a RED wristband. If you believe that you are unable to stand in a queue line for any other reason, we are happy to arrange Ride Access upon presentation of a letter from your GP or Consultant on headed paper (within the last 12 months) which clearly states that you are unable to queue (we do not need a letter of diagnosis) and why. This, or any of the documentation above, must be presented alongside valid photographic ID for the named recipient.

Our Waterpark team will do everything possible to ensure that your visit is as easy as possible. However, we are not in a position to assess individuals' abilities so we must insist that the letter from a medical professional states that you are unable to queue and

why, rather than simply confirming your condition. This includes (but is not limited to) people with the following conditions:

- Guests with visual impairments
- Guests with hearing impairments
- Type 1 Diabetes (including pump users)
- Type 2 Diabetes
- Asthma
- Epilepsy
- Guests with neurological, behavioural, emotional & social difficulties, including ADD, ADHD, ASD, ODD, Tourette's Syndrome etc.

All bands will be issued by the Waterpark Reception team on purchase of the tickets. For clarity, the Ride Access Pass places guests in a 'virtual queue' – they do not allow immediate and unrestricted access to the water rides. The mechanic is such that once you have completed your first ride your wristband will be marked with a time at which you can go on your second ride; this process will be repeated at each of the rides as you visit them.

Ride Access wristbands are not offered to guests with hearing or visual impairment unless they are in receipt of the higher rate DLA, enhanced PIP or they have a letter from their consultant. However, these guests should still ensure they go to the Reception area and collect their GREEN wristband which will ensure that team members can identify their needs and offer them full support, particularly in the case of an emergency.

Given the number of people entitled to these passes, there may still be a wait before boarding a ride.

ATTRACTION RESTRICTIONS

RUSH & RAMPAGE

Enter via standard entrance up flight of stairs. This is a demanding gravity fall slide which for safety reasons may not be suitable for some guests with a disability. Riders must be able to swim and brace themselves in an inflatable tube in an upright seated position. The ride terminates in a splashdown pool, which is at a lower level and remote from the take-off position.

Height restriction: min 1.1m

MASTERBLASTER

Enter via standard entrance up flight of stairs. This is an intense water rollercoaster which involves riders being propelled upwards on water jets as well as downward gravity fall sections. If the ride has to be stopped, the emergency process requires you to walk through the slide to an evacuation point at the end of the ride. For this reason, the ride is not suitable for you if you use a wheelchair, or if you are not able to swim or brace yourself in an inflatable tube in an upright seated position. The ride terminates in a splashdown pool, which is at a lower level and remote from the take-off position.

Height restriction: min 1.1m. A max combined passenger weight limit of 133 kilograms (21 stones) applies where a double inflatable tube is used.

FLASH FLOOD SLIDES

Enter via standard entrance up flight of stairs. These five outdoor slides are connected by three pools at different levels. All slides are body slides (no tubes are permitted outdoors) and you must be able to adopt a horizontal feet first position for the duration of the descent.

Height restriction: No specific height restriction applies to these slides but riders must be strong swimmers or wear buoyancy aids given that the slides all terminate into splashdown pools.

HOT TUBS (WATERPARK AND SPA)

Guests who are obese or who have a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a doctor before using any hot tub.

ENCHANTED FOREST TREE TOP QUEST INFORMATION

PARTICIPATION GUIDANCE

Whilst we want to welcome all guests aged 6 and over onto the course, it is a challenging attraction, both physically and mentally. You need to be able to climb a number of rope ladders, cross obstacles and run into landing zones without physical assistance, which means that this attraction is not suitable for you if you are non-ambulant.

You will be given training in the use of safety equipment and systems prior to going onto the course. It is vital that you are able to understand this training and apply it throughout the course when not under direct supervision. If the safety instructions and advice are not followed, you are at risk of serious injury. If you are unable to remain attentive for at least the duration of the training and then apply what you have learned whilst undertaking the activity, then the course is unsuitable for you.

The team members at the Tree Top Quest attraction are not medically qualified and so are not in a position to assess the capacity of participants to undertake the course. It remains your responsibility or that of your parent or guardian if you are under 18, to undertake such an assessment prior to use of the course. If you are in any doubt at all, you should contact your doctor for further advice and obtain written consent to enable you to take part in the activities.

RISK ASSESSMENT

There is a pre-course assessment area which all guests will be required to complete. This will allow guests with additional needs to assess the level of assistance they may require, although helpers will not be able to provide any physical assistance on the course itself. Guests with sensory impairments (blindness, deafness) will need at least one helper and may need more than one depending on their level of impairment. Participants who suffer from asthma must have an inhaler with them at all times and it must be securely attached. People with diabetes must ensure they have sufficient medication/glucose treatment with them at all times and this must be securely attached. If you are under 18, your helper will be responsible for ensuring that you follow the safety rules and remain correctly attached to the safety system at all times. If you are over 18 you are required to complete a risk acknowledgement and disclaimer before starting the activities to certify that you understand the nature of the attraction and confirming that your medical condition will not have the effect of increasing the likelihood of an incident arising which could result in injury to you or others.

You will be unable to participate in the activities if you have anything fractured, sprained, broken or in a cast or brace. Additionally, the activities are not suitable for pregnant women, guests suffering from heart conditions or sufferers of back, neck or leg problems.

We will try to provide as much assistance as we can to help those with additional needs to undertake the course, including guests with amputations; however please contact us before booking so we can help you get the most out of your visit. Our primary responsibility is to ensure the maintenance of safety on the course. We are sure that you

will understand that, where this conflicts with individual needs, course safety will be given priority.

ASSISTANCE/GUIDE DOGS

Guide dogs/Assistance dogs are allowed within the attraction area but must not be left alone whilst owners are participating (and no, they can't go up the trees with you!)

ACCOMMODATION INFORMATION

PARKING

There are a number of parking bays for disabled guests at the front of the Alton Towers Hotel and to the right of the Splash Landings Hotel, and these are available to Blue Badge holders.

Our adapted luxury Treehouse and each of our eight fully accessible Woodland Lodges has a dedicated space beside them. On arrival at the Crooked Spoon reception area within the Enchanted Village, where you will check in, please wait for assistance and you will be guided to your space.

ASSISTANCE/GUIDE DOGS

Assistance/guide dogs are welcome in the accommodation but please tell us in advance so we can allocate the most appropriate room for you. Upon arrival, please advise Reception of any additional requirements and they will endeavour to accommodate these where possible.

WHEELCHAIR HIRE

A limited number of wheelchairs are available for hire providing they have been pre-booked from our Reception areas. A £20 refundable deposit is required and a rental charge of £10 applies to guests who cannot show documentation confirming their eligibility

DEAF/HEARING-IMPAIRED GUESTS

Portable induction loops which can be used around the accommodation to assist you further are available at our hotel Receptions.

Vibrating pagers are available from Receptions to guests who are deaf or hard of hearing. These will be activated in the event of fire alarm activation or other emergency requiring guest evacuation of the hotel.

ALTON TOWERS AND SPLASH LANDINGS HOTEL ACCESS

Lift access is available to all floors in both Hotels. All shops, restaurants and games rooms are accessible to guests with a disability. If further assistance is required, our employees are always on hand to help.

SPA ACCESS

Access to the Spa and treatment rooms is limited, please contact the Spa directly on 01538 704632 (extension 78) for more information on what service and treatments are available. There is an additional Spa treatment room pool-side in the Waterpark.

Please note that some treatments may not be suitable so please check in advance if there is something specific that you require.

SPECIAL DIETARY NEEDS

The Hotel restaurants serve a wide range of top quality cuisine to suit all palates and menus can be found on-line.

Please inform us when booking your stay at the hotels of any special dietary requirements so that we can make sure that we can provide for your specific needs.

BEDROOM FACILITIES

There are nine rooms in the Alton Towers Hotel which have been specifically designed for non-ambulant guests. Each of these rooms has one double bed and a single bed. Facilities include pull alarm cords in both the bathroom and bedroom, handrails in the bathroom as well as widened doorways and lowered fixtures/fittings.

There are also nine similar rooms in the Splash Landings Hotel that sleep three people (one double bed and one single bed) and two that sleep six people (one double bed, one double sofa bed and bunk beds). As well as the other features of the rooms in the Alton Towers Hotel, they also have accessible shower facilities (no baths are installed in these rooms).

The Enchanted Village has eight specially adapted Lodges that will accommodate non-ambulant guests. Each of these Lodges has one double bed (standard size), two single bunk beds and a wet room.

One of our new luxury Treehouses has also been adapted with a ground floor bathroom and bedroom; the bathroom in this property has a low sided bath with a transfer area.

ASSISTANCE IN THE EVENT OF AN EMERGENCY

Upon arrival at the accommodation, please make Reception aware of any additional assistance that you may require in the rare event of an emergency at any time throughout your stay. They will ensure that these needs are met in the event of an emergency.

ACCESS ONTO THE THEME PARK RIDES

Our Reception teams will be able to advise you on ride access and any restrictions. Guests, who, due to the nature of their disability, are unable to use the standard queue lines, may be eligible for a Ride Access Pass.

For further information, please see notes in the 'Ride Access Pass' section (Theme Park information).