


Symbols/Definitions

Boarding the ride

-  Minimum height restriction applies
- U Upper Body Control:** Guests must possess control of the upper body and be able to hold on tightly to any handrails or restraints.
- T Total Body Control:** Guests must possess full control of their limbs and extremities and must be able to walk and stand unaided.



General information

First aid

Our first aid room is located next to the 4D cinema opposite the Ben 10 coaster.

Assistance animals

Assistance animals are permitted in the park provided they are leashed or in a harness at all times. However, the animals are not permitted to enter the zoo nor to go on any of the rides and must remain with a member of your party.

Guest services

For any assistance please do not hesitate to visit our Guest Services department located in Fisherman's Wharf opposite the Bounty Pirate Ship.



Access Guide

for guests with special needs



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Welcome to Drayton Manor Theme Park

Drayton Manor is a member of BALPPA and IAAPA and welcomes visits by guests with disabilities. We will do everything possible to ensure a safe environment during your visit; however, certain rides & attractions can be too vigorous and demanding.

Regrettably Drayton Manor park may have to refuse admission to certain rides should we feel there is danger to a person for whatever reason. Please be aware that it is not our intention to cause offense or to discriminate in such cases. The Health & Safety Executive state that for these reasons no discrimination is evident.

This guide has been compiled to ensure you get the most out of your day with us. Please observe the instruction boards at the entrance to each ride. It is the guests' responsibility to understand and follow these instructions, before entering the ride.

Some rides have strict regulations and not all are suitable for everyone for safety reasons. Please do not ask staff to break these rules as they are there for your safety and safety of others.

Contacting a member of staff at the access point to a ride if assistance is needed is essential. This can only be done when the ride has stopped and loading is taking place. Please observe a ride in operation BEFORE entering the queue.

Transferring from a wheelchair is the responsibility of the guest and helper. Staff members are not permitted to assist transferring guests at any time. Staff will give full instructions for loading and unloading while ride is in the stopped position.

First Aid & Medical Centre is situated in Aerial Park by the 4D Cinema, Opposite the Ben 10 coaster.

Car parking disabled parking is available onsite by our main entrance however these are available on a first come first served basis.

All toilet facilities are fully accessible. See Park map for all locations.

Please note ALL riders of G-Force, Shockwave, Splash Canyon, Ben 10, Troublesome Trucks Coaster and Storm-force 10 are restricted to guests who MUST be able to walk up and down flights of stairs. In the case of break down guests must be able to walk down escape stairs on these attractions.

Please note that guests wearing plaster casts cannot be admitted to G-Force, Apocalypse, Pandemonium and Maelstrom. For health and safety reasons at the discretion of our operators, guests may be refused access to other attractions in the park if they are wearing a plaster cast.

Always follow these rules in the guide. They are there for your comfort & safety and to enable you to get the most out of your visit to Drayton Manor Park.

If you have to use an exit to access a ride ONLY a maximum of 5 people at any one time can access the exit ramp/gate area.

If the disabled guest is NOT going on the ride the other members of the party must wait in the attraction queue line.

Please note that this service does not guarantee quicker access to our rides and attractions. This is for easy access purposes and guests may be required to wait. Access to exit privileges is by pre-arrangement only. Collection of this service is from Guest Services in Fisherman's Wharf, opposite the Bounty pirate ship.

Wheelchairs and pushchairs can be rented from the Main Entrance. There is a charge for this service and a deposit is required. Limited numbers are available so booking in advance on **0844 472 1960** is highly recommended.

Please enjoy your visit with us.

C E J BRYAN MIH.
Managing Director.

ACTION PARK

Chairlift – Anyone under 18 must be accompanied by an appropriate adult.
All riders must approach via the general entrance. 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 by the operator's cabin.*

G-Force – Minimum height of 1.3m.
Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users should remain in the wheelchair whilst helpers seek assistance from the ride attendant located who will be located in the top of the station. In some cases guests MAY be able to gain access to this attraction using the access lift however this will depend on individual needs and requirements of our guests. Due to the nature of this attraction guests will be required to be able to negotiate a steps in the event of ride break down. If a guest is unable to negotiate these steps in the opinion of the operator then regrettably access to this attraction will be refused.

Maelstrom – Minimum height of 1.3m.
Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users should remain in the wheelchair until boarding the seat and safety harness. Wheelchairs must then be taken to the exit and stored. Please seek advice on this attraction if you are wearing a plaster cast or limb support as this may affect access to this attraction.

Shockwave – Minimum height of 1.4m.
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. To board the rollercoaster will require the guest to step across and down into the rollercoaster and then lift themselves into the safety harness.* Please seek advice on this attraction if you are wearing a plaster cast or limb support as this may affect access to this attraction.

Splash Canyon – Minimum height of 0.9m, anyone under 1.1m must be accompanied by an appropriate adult.
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. Guests must speak to the attendant who will stop the revolving platform for safe access. Guests will then be able to take their wheelchair to the boat but will then be required to leave the wheelchair and step down and into the boat. Wheelchairs must then be stored by the exit platform. Boarding the ride will require walking across a revolving platform. To board the boat will require a step across and down into the boat.

AERIAL PARK

4D Cinema – No height restrictions apply.
All riders must use the general entrance. Guests may stay in wheelchairs throughout the whole experience and must be able to wear 3D glasses. **IMPORTANT** - there are light strobes and special effects. Guests need to be aware of sudden seat movement and special effects.

Apocalypse – Minimum height of 1.2m (sit down) or 1.4m (stand up and fifth element).
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. Guests must be able to walk to and up into the gondola. Wheelchairs must then be taken out of the loading area and stored. All other guests must enter via the general entrance and be able to negotiate 35 steps.*

*Please see the ride operator if assistance is required.

Big Wheel – Children under 1m must be accompanied by an appropriate adult.
Guests using the access service must approach via the left hand side (exit) steps. All other guests must enter via the general entrance. Wheelchairs must be left at the exit to the ride before the steps and guests must then negotiate 9 steps up onto the ride platform.* Children Must be accompanied on this attraction.

Buffalo Coaster – Children under 1m must be accompanied by an appropriate adult.
Guest using the access services will be required to gain access to this attraction via the exit. Guests may stay in wheelchairs until boarding the ride. Guests must be able to step across and down into the rollercoaster carriage. Wheelchairs must then be stored on the exit platform.

Drunken Barrels – Children under 1m must be accompanied by an appropriate adult.
Guest using the access services will be required to gain access to this attraction via the exit. Wheelchair users must be able to leave the wheelchair and walk along a platform before boarding the ride. There is a step across and into the ride carriage. Wheelchairs must then be stored in the exit area.

Drayton Queen – No height restriction, children must be accompanied by an appropriate adult. All riders should use the general entrance. Guests may stay in wheelchairs right up to the entrance to the boat then must be able to negotiate 5 steps down into the boat. Wheelchairs may be folded and stored on the boat.*

Flying Dutchman – Children under 1m must be accompanied by an appropriate adult.
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 by the operator's cabin.*

Ben 10 Ultimate Mission Coaster – Minimum of 1m, guests between 1m and 1.2m must be accompanied by an adult. (not suitable for under 4yrs).
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. 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. **IMPORTANT** - The general queue has strobe lights and special effects.

The Haunting – Children under 1m must be accompanied by an appropriate adult.
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. **IMPORTANT** - There are strobe lights and special effects throughout this experience. There is a step across and up into the ride gondola and guests must be able to negotiate 15 steps on exiting the ride.

Pandemonium – Minimum of 1.2m.
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. Guests must be able to walk to and up into the gondola. Wheelchairs must then be taken out of the loading area and stored.

Wild West Shoot Out – Children under 1m must be accompanied by an appropriate adult.
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.*

FISHERMAN'S WHARF

The Bounty – Minimum of 1.2m.
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 taken to the exit gate and stored.

Carousel – Children under 1m must be accompanied by an appropriate adult.
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 on the exit platform. Guests wishing to ride a horse must be able to 'mount'; there are bench seats for those unable to do so.*

Polperro Express – Young children must be accompanied by an appropriate adult.
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. All other guests must be able to negotiate a step up and into the ride.*

Stormforce 10 – Minimum of 1.2m.
Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users should remain in the wheelchair whilst helpers seek assistance from the ride attendant who will be located at the top of the station. In some cases guests MAY be able to gain access to this attraction using the access lift however this will depend on individual needs and requirements of our guests. 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. Wheelchairs must be stored on the exit platform.

PIRATE COVE

Dodgems – Minimum of 1.2m.
Guest using the access service will be required to gain access to this attraction via the exit. Wheelchair users may stay in wheelchairs until reaching the dodgem car. Entering the car will involve a step across and down into the dodgem car. Boarding the dodgems cars will mean crossing a slippery metal surface and a step down into the car.*

Jolly Buccaneer – Children under 1m must be accompanied by an appropriate adult.
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 taken to the exit gate and stored outside of the ride area.

Pirate Adventure – Children under 1m must be accompanied by an appropriate adult.
All guests must approach via the general entrance. Guests with wheelchairs should access the ride through the Main entrance. The entrance is a ramped queue line where guests can remain in their wheelchair until they get to the loading area. Guests must be able to leave the wheelchair, walk through a narrow aisle and step down into the boat. Wheelchairs will then be taken to the exit for collection (please see attendant). The Exit to the Pirate Adventure is next to Emily's Indoor Play Area next to Buccaneer Burger Bar. **IMPORTANT** - There are strobe lights and special effects throughout this experience.

*Please see the ride operator if assistance is required.

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THOMAS LAND

↑ **Thomas, Percy and Rosie Trains** - Young children must be accompanied by an appropriate adult. Guest using the access service will be required to gain access to this attraction via the exit ramp at the rear of the train station. Wheelchair users may access the specialized carriages at the back of the train. Guests may stay in wheelchairs for the duration of the ride. All other guests must be able to negotiate a step up and into the ride. **IMPORTANT** – This trip is a one way trip so guests will have to disembark at the end of the platform and wait for a return train should they not wish to return to the park through the zoo.

↑ **Troublesome Trucks Rollercoaster** – Minimum of 0.9m, guests between 0.9 and 1.2m must be accompanied by an appropriate adult.
T 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 taken to the exit gate and stored outside of the ride area.

↑ **Harold Helicopter Tours** – Guests under 1.05m must be accompanied by an appropriate adult. 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.

↑ **Crazy Bertie Bus** – Guests under 0.95m must be accompanied by an appropriate adult. Max of 1 adult per row.
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, climb 4 steps up, cross a platform, then step up and into the ride. Wheelchairs must then be taken to the exit gate and stored.

↑ **Lady's Carousel** – Guests under 0.95m must be accompanied by an appropriate adult. Max of 1 adult per row.
N 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.

↑ **Diesels Locomotive Mayhem** – Guests under 1.2m must be accompanied by an appropriate adult. 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 by the exit.

↑ **Jeremy's Flying Academy** – Guests under 1m must be accompanied by an appropriate adult. Max 2 adults per plane.
T 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. Accessing the ride will require guests to walk up 2 steps. To board the carriage will require a step across and up into it.

↑ **Cranky Drop Tower** – Minimum of 0.95m.
T 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.

↑ **Rockin' Boulstrode** – Guests under 1.05m must be accompanied by an appropriate adult. 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 be stored by the exit gate.

↑ **Sodor Classic Cars** – Small children must be accompanied by an appropriate adult. 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 be taken by helpers and stored by the exit gate.

↑ **Blue Mountain Engines** – Guests under 0.9m must be accompanied by an appropriate adult. 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.

↑ **Emily's Adventure Play Area** – Max height of 1.3m. Guests who are 2yrs old and under may not use the main play area and should be accompanied by an appropriate adult in the toddler play area. Socks must be worn by guests when using this attraction. 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.

↑ **Terence's Driving School** – Minimum height of 1m, max height of 1.3m.
T Individual cars with interactive steering and acceleration. Wheelchair users must be able to leave the wheelchair to ride and be accompanied by a personal assistant to help them board and alight. Sight impaired guests will require further advice from a member of staff.

↑ **Winston's Whistle Stop Tours** – Guests under 1.05m must be accompanied by an adult. 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.