

Guide for guests with disabilities

This guide will assist our Guests with disabilities, to ensure that you have a safe and enjoyable day out at the Pleasure Beach!

This guide contains extra information that is additional to general ride restrictions (including height, size, and loose item restrictions). Notice boards situated on each ride will detail general restrictions that apply.

Unfortunately, not all rides are suitable for all visitors and our staff are trained to specific and strict operating procedures. We strongly suggest that, where possible, you watch our rides in motion before making an informed decision about which attractions you are able to, or wish to ride.

Our staff are instructed not to break any safety rules, they are there for your safety and the safety of others.

Parking

- Blue Badge holders may park in the marked spaces at the Borough Council's St. Nicholas car park, opposite the Pleasure Beach Main Entrance (normal parking charges will apply) from 1st April. Alternatively, there are numerous pay and display parking spaces along South Beach Parade adjacent to the Pleasure Beach. These charges apply from 1st April 9.00am – 6.00pm with free parking 6.00pm – 9.00am
- Vehicles can drop-off and pick up in front of the Main entrance gate.
- Wheelchair access to the park is via any entrance gate.

Wristbands or Tokens

- Those who are able to provide documentary proof of disability will be able to purchase discounted wristbands for themselves and 1:1 helper. Wristbands are purchased from the Sales Reception area.

Examples of acceptable documentation include;

- Disability Living Allowance record book
- Attendance Allowance book
- Invalidity Benefit book
- Visual Impairment registration card (BD8)
- Blue/Orange parking permit

- Discounted wristband rates for disabled people and one carer are:

Off-Peak Wristband £10-00 (short opening hours)

Peak Wristband £12-00 (extending opening hours)

Tokens are available at Sales Reception at a reduced cost of £7 for £10 worth of tokens

For group discount rates contact Richard Hardy on 01493 844585

Guide Dogs

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

Toilets

- Disabled toilets are situated at the Main Gate, a key is obtainable from Log Flume Photo Booth.
Other Disabled Toilets are behind the Haunted Hotel adjacent to the Food Court, and next to the Pleasure Beach Inn. These toilets are only accessible using a National R.A.D.A.R key. If you do not have one, one may be obtainable from the Food Court, Pleasure Beach Inn, and from the Sales Reception for a refundable deposit of £5.00.
- General toilet blocks are situated at ground floor level around the park.
- The Pleasure Beach Gardens also accommodates toilet facilities for disabled persons.

First Aid Centre

- A qualified attendant is on duty at all times at the Pleasure Beach. The well-equipped first aid room is situated in the Reception, adjacent to the sales area.

Ride Access

- The park itself is at ground level, it is laid out in such a way that it is extremely easy for disabled persons to both gain access and travel around enjoying the Pleasure Beach sights and sounds.
- Exit gates may be used for easier access to certain rides. (see individual ride information) In such cases please make yourself known to staff to facilitate your entrance.
- Where appropriate, a guest with disabilities should ensure that they have a suitable helper with them to assist with loading, unloading, observance of safety restrictions/messages and any emergency/evacuation procedures.
- Please note that Helpers/Carers will not be allowed preferential access unless they are accompanying a Guest with a disability onto the ride.

Ride safety

- This disability guide is additional to general ride restrictions. These are detailed on information boards at the entrance of the rides.
- Several rides are unsuitable for guests with heart, neck, or back conditions, or expectant mothers, and we strongly recommend that guests who have had recent surgery or an injury do not ride certain attractions. On many of our rides, guests will need the ability to brace themselves in an upright position. These restrictions apply to most of our rides, and where applicable is indicated by icons B and H shown in the following Ride advice section.
- Most rides require Guests to keep their arms and legs inside the ride carriages, and remain seated at all times.
- If a physical size of a guest prohibits them from using the safety device restraints correctly, they will not be able to ride.

- Persons with special needs may need to be accompanied on certain rides, to avoid any risk of injury to themselves or others.

Helpers / Companions

- For safety reasons, Guests with disabilities are required to have at least one adult helper to accompany them onto the rides.
- Helpers accompanying Guests with disabilities onto the rides are required to sit in the same carriage, boat or seat as the disabled Guest they are assisting.
- Helpers must be able to assist disabled Guests with loading and off-loading (including their transfer from wheelchairs). Our staff will give full instructions, but for everyone's safety, we will leave all lifting to the Helpers.
- Helpers must be able to communicate any safety restrictions or messages, and assist with any emergency or evacuation procedures.

Catering

- All catering outlets are situated on ground floor level, with easy access to food counters. Most of our eating outlets incorporate an accessible seated area with tables and chairs.

Ride Notes and restrictions

Safety Codes

- B** Must be able to brace with hands / and feet and remain seated in an upright position
- H** These rides are not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers
- N** No restriction. (Other than standard height restriction)
- C** In the event of an evacuation being necessary, these rides have the additional requirement that guests who are unable to walk unaided are accompanied onto the ride by at least one adult helper. The helper/s must be fully able to lift and transfer the guest with a disability from the ride carriage.
- X** Due to the necessary method of loading and unloading and/or the complex nature of evacuation, rides indicated by this icon are only suitable for guests with the ability to walk unaided.

Use the icons in the following guide to identify the rides that are suitable for your use.

Ride	Physical Disabled Access via	Wheelchair access to loading area.	Steps on to ride platform / carriage	Safety Code	Notes and definitions (Please note; Guests will need to have the ability or assistance to transfer into ride carriages)
Big Apple Coaster	Entrance	No	8	B	Minimum height 1 metre. Must be able to hold on securely to the safety lap bar and remain in an upright position. Must be able to remain seated at all times Size of carriage will restrict some adult guests.
Bonanza	Exit ramp	Yes	None	B	Minimum height 1 metre if unaccompanied. If unaccompanied, must be able to hold on to safety rail and remain in an upright position. If unaccompanied, riders must be able to climb up onto the stationery horse. Wheelchair users may identify themselves to the operator, then embark the horse when instructed.
Cups & Saucers	Entrance	Yes	2	B	Must have upper body control to remain in a seated upright position.
Disko	Entrance	No	9	B H	Minimum height 1.2 metre. Riders with disabilities such that they would not be contained safely by the ride restraints and sit un supported may not ride. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers.
Dodgems	Exit	Yes	None	B H	Minimum height 1.1m/ 1.25m if unaccompanied Drivers must have adequate vision and the ability to steer and to depress the pedal. All riders also, must have upper body control, and be free from heart, back or neck problems. This ride is not suitable for expectant mothers.
Drag Cars	Entrance	Yes	None	B	Children's ride. Must have upper body control to remain in a seated upright position (physical size may prohibit some riders) Wheelchair users may remain on the ride to disembark at the loading point, or disembark via

Ride	Physical Disabled Access via	Wheelchair access to loading area.	Steps on to ride platform / carriage	Safety Code	the one step exit. Notes and definitions (Please note; Guests will need to have the ability or assistance to transfer into ride carriages)
Evolution	Exit Gate	No	5	B H	Minimum height 1.3 metre Riders with disabilities such that they would not be contained safely by the ride restraints may not ride. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers. Helpers must be able to lift and transfer guests from platform onto high seat unit.
Formula One	Exit Ramp	Yes	1	B	Children's ride. Must have upper body control to remain in a seated upright position (physical size may prohibit some riders) Guests on the motorcycle units must also be able to hold securely.
Fun House	Entrance	N/A	1	X B	Minimum height 1.1.metre if unaccompanied. This attraction incorporates moving walk boards and steps, therefore is only suitable for those who have the ability to walk unaided. Guests must have adequate vision to walk safely through the attraction.
Gallopers	Exit	Yes	3	B	No height restriction (small children must be accompanied) Riders must be able to hold on securely with their hands and feet, and remain in an upright position. Riders with severe disabilities may sit in the chariots.
Go-Karts	Entrance	No	3	B H	Minimum height 1.3 metre. Drivers must have adequate vision and the ability to steer and to depress the pedal. All riders must have total body control, and be free from heart, back or neck problems. This ride is not suitable for expectant mothers.
Haunted Hotel	Exit	Yes	None	B C	No height restriction (small children must be accompanied) Wheelchair users may identify themselves to the operator, then embark the car when instructed. If emergency evacuation is necessary, guests will be guided from the attraction, via a ramped

Ride	Physical Disabled Access via	Wheelchair access to loading area.	Steps on to ride platform / carriage	Safety Code	walkway. Notes and definitions (Please note; Guests will need to have the ability or assistance to transfer into ride carriages)
Log Flume	Entrance Ramp	Yes	None	B H C	Minimum height 1.1 metre if unaccompanied. Must be able to hold on securely to the safety rails and remain in an upright position. Must be able to remain seated at all times. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers. Wheelchair users may identify themselves to the operator, then embark the log when instructed. If emergency evacuation is necessary, guests will be guided from the attraction, via a ramped walkway.
Monorail	Entrance	No	Staircase	X	Minimum height 1.25 metre is unaccompanied. The 2 staircases make this ride inaccessible for wheelchair users, and those with severe physical disabilities.
Mulan	Exit	Yes	1	B H	Minimum height 1.25 metre. Riders will need to negotiate one step into the seat unit. Must have upper body control to remain in a seated upright position. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers. For wheelchair access, ask for assistance from the ride staff. Staff will assist you to embark and disembark the ride nearest to the exit.
Outrage	Entrance	No	6	B H	Minimum height 1.37metre. Riders with disabilities such that they would not be contained safely by the ride restraints may not ride. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers. Helpers must be able to lift and transfer guests from platform onto high seat unit.

Ride	Physical Disabled Access via	Wheelchair access to loading area.	Steps on to ride platform / carriage	Safety Code	Notes and definitions (Please note; Guests will need to have the ability or assistance to transfer into ride carriages)
Pirate Ship	Entrance	No	7	B H	Minimum height 1.1 metre. Must have upper body control to remain in a seated upright position. This ride is not suitable for guests who suffer from heart problems, in a precarious state of health or expectant mothers.
Raft Ride	Entrance	Yes	1	B	Minimum height 1.25 metre if unaccompanied. Must have upper body control to remain in a seated upright position. Must be able to remain seated at all times
Roller Coaster	Dedicated Entrance Gate	Yes	None	B C	No height restriction (small children must be accompanied) Must have upper body control to remain in a seated upright position. Riders must be able to hold on securely to the lap bar restraint. For wheelchair access, ask for assistance from the ride cashier, or alternatively the ride Photo booth sales staff. If emergency evacuation is necessary, guests will be guided from the attraction, via ramped walkways.
Safari Train	Entrance	Yes	1	B	Riders will need to negotiate a large step to the ride carriage. Must have upper body control to remain in a seated upright position (physical size may prohibit some riders)
Skydrop	Entrance	No	6	B H	Minimum height 1.2 metre. Riders with disabilities such that they would not be contained safely by the ride restraints may not ride. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers. Helpers must be able to lift and transfer guests from platform onto high seat unit.

Ride	Physical Disabled Access via	Wheelchair access to loading area.	Steps on to ride platform / carriage	Safety Code	Notes and definitions (Please note; Guests will need to have the ability or assistance to transfer into ride carriages)
Slides	Entrance	No		B X	Minimum height 1 metre. The spiral staircase makes this ride inaccessible for wheelchair users, and those with severe physical disabilities.
Snails	Dedicated Entrance Gate	Yes	None	B C	No height restriction (small children must be accompanied) Wheelchair users may identify themselves to the operator for easier access. Wheelchair users may remain on the ride to disembark at the point of loading. If emergency evacuation is necessary, guests will be guided from the attraction, via walkways and tunnels, some of which some may be dimly lit.
Twister	Exit Gate	Yes	1	B H	Minimum height 1.25 metre. Must have upper body control to hold on securely to safety lap bar and remain in an upright position. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers.
Waltzer	Entrance	No	8	B H	Minimum height 1 metre (small children must be accompanied) Must have upper body control to remain in a seated upright position. Riders must be able to hold on securely to the lap bar restraint. This ride is not suitable for guests who suffer from heart, back or neck problems, in a precarious state of health or expectant mothers. Wheelchair users may identify themselves to the operator, then may embark when instructed.
Yo-Yo	Exit	Yes	None	B	Minimum height 1 metre if unaccompanied. Must have upper body control to remain in a seated upright position. Wheelchair users may identify themselves to the operator, then may embark when instructed.

Please note small children under 0.9m must be accompanied by a fare paying more mature person on most rides.