

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 (CVI/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 £12 worth of tokens

For group discount rates contact Andrew Martindale 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.