

# LIGHTWATER VALLEY

# DISABLED ACCESS

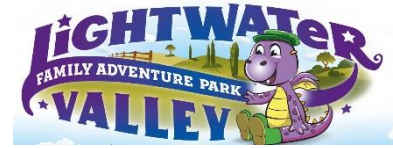
# GUIDE

This guide has been designed to assist all our guests to ensure that they have a safe and fun packed day out.

We want all our guests to make the most of their visit to the park and enjoy as many of our rides and attractions as possible.

Please note that the manufactures' height, size, and other safety requirements apply to all our rides and are there for your safety. These are displayed on the park map, on signage at the entrance to the ride and on our website and should be read in conjunction with this guide.

As a member of the *British Association of Leisure Parks, Piers and Attractions (BALPPA)*, we welcome visits by disabled people, and we will do all that is possible to ensure a safe and pleasurable visit. However, certain rides and attractions in our park are physically demanding and vigorous. We therefore reserve the right to refuse admission to certain rides should we feel there is a danger to an individual or individuals for whatever reason. 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 interests of your safety and the safety of others.



## **Parking**

The disabled car park is situated directly adjacent to the park entrance and Admissions booths. Parking is clearly marked and available to blue badge holders only. Please contact our Visitor Experience Centre if this would cause a problem. We also have a designated area within our coach park for disabled minibuses.

## **Buying Tickets / Entering the Park**

Those who are unable to enjoy the full facilities of the park due to their disability will be able to purchase a disabled ticket for themselves which allows one essential companion in free. The essential companion **must be at least 16 years old**, and in the view of Lightwater Valley, able to take primary responsibility during emergencies and decision making. The essential companion is required to sit in the same carriage, boat, seat, or row as the disabled guest they are assisting. Proof of disability in the form of a DLA/PIP letter/Access Card or Blue Badge plus photographic ID will be required to be shown at our admissions booth on entry. Please visit our website to purchase your tickets: [www.lightwatervalley.co.uk](http://www.lightwatervalley.co.uk)

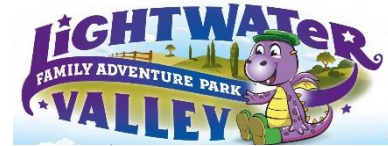
## **Visitor Experience Centre**

The Visitor Experience Centre is located near the entrance to the park (near the arcade).

The team there will be able to offer advice on ride and attraction access and requirements and provide further advice on facilities for disabled guests. If you encounter any problems during your visit, please inform us.

























We treat all our guests as individuals and our staff are trained to take this into account when considering the guidelines regarding access and safety.

Lightwater Valley strives for continual improvement, and we would welcome any comments you would like to make to help us improve our service and facilities. These can be made on the day of your visit to our Visitor Experience Team or by contacting us via email on [hello@lightwatervalley.co.uk](mailto:hello@lightwatervalley.co.uk)



## Toilets and Facilities

Accessible toilets are available throughout the park at:

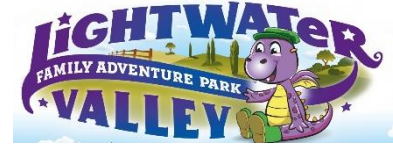
Location	Ladies	Gents	Disabled	Baby Change
<b>Bungalow Toilets</b> – in front of disabled car park & adjacent to the entrance booths				
<b>Valley Gifts</b> – Behind Valley Gifts shop				
<b>Soft Play</b> – Next to our indoor Soft Play area				
<b>Young Fun</b> – In Young Fun area behind the Show Barn				
<b>Tower Toilets</b> – Opposite Eats N Treats				
<b>Splash Falls</b> – At the bottom of Splash Falls				

Please see the park map for locations or ask any member of staff for directions.

Additional baby changing room is located next to the Outdoor Play area.



**Changing Places Room** – Located next to our Outdoor Play Area. This facility is designed to support parents and carers of disabled visitors who require the use of a hoist, changing bench and/or a centrally located toilet. Users may obtain a key from our Visitor Experience Centre.



## First Aid

If first aid is required, customers should attend the Visitor Experience Centre, which is situated next to the Arcade. There is refrigeration available for medicines if required. We do not have a designated First Aider; however, several of our key staff are fully trained as First Aid responders and carry basic first aid equipment. **Please note:** our first aid responders are not trained or qualified to administer or dispense any medicines.

## Restaurants and Shops

If you require any assistance when visiting any of our shops or restaurants e.g., to access items or for table service, please do not hesitate to ask for assistance from a member of staff and we will be happy to help. Please note: our catering outlets do get very busy around lunchtime and can get very noisy so it may be advisable to avoid at these times should you have a disability that causes anxiety or upset under these conditions.

Should you have any dietary requests then we advise that you contact us in advance of your visit or pop into our Visitor Experience Centre to discuss the options available and best catering outlets to visit.

## Preferential Ride Access

We recognise that for some visitors, accessing a ride via a conventional queuing system can be very challenging. Therefore, any visitor who has a recognised disability that prevents them from queuing for long periods of time, or causes them to become agitated or emotionally distressed, may request a preferential ride access wristband. **Please note:** Preferential wristbands are unavailable on our quieter days, due to minimal queueing times. Please check with our Admissions team on arrival, or give our Visitor Experience Team a call on the morning of your visit. If you do face difficulties on the park when the wristbands are not available then please pop into the Visitor Experience Centre for assistance. Having a registered disability does not mean you automatically receive a wristband. The following documentation must be presented at our Visitor Experience Centre on arrival:

- DLA or PIP letter stating you are entitled to Higher Rate Mobility or Medium/Higher rate care.
- Letter from a GP or Consultant which clearly states that you are unable to queue and the reason why.
- A valid, in date, Blue Badge.
- An Access Card.

## Preferential Ride Access Terms and Conditions:

- The disabled visitor will be issued with an orange wristband and up to two essential companions (minimum age 16) will be issued with pink wristbands.
- The wristband allows the wearer access to the ride via the designated front of queue entrance or exit gate.
- The disabled visitor (orange wristband) must be accompanied on the ride by at least one essential companion (pink wristband) and must be seated in the same car/boat/seat as them.
- Essential companions (pink wristband) can only use front of queue when riding with a disabled visitor (orange wristband).
- Ride attendants will allow a certain number of wristband wearers access to the ride at any one time. Please be aware that at busy times there may still be some queuing necessary.
- Additional family members may be allowed to use the front of queue entrance at the same time depending on the ride (please see guide)
- During busy periods we ask that you allow at least 20 minutes before using the same ride. Visitors will not be allowed to use the front of queue entrance immediately after getting off. Use of preferential ride access wristbands is managed in a way that allow access to those who have no alternative but to use this scheme, whilst being mindful of other visitors that may have spent a long time queueing for a ride. There are some rides that may allow additional family members access at the same time, and these are detailed in the chart below.

Ride	No. of Disabled Visitors	Min. no of Essential Companions	No. of Additional Family Members
Ladybird	1	1	Up to 2
Alice's Cars	1	1	Up to 2
Caterpillar	1	1	Up to 2
Flying Cutlass	1	1	Up to 3
Splash Falls	1	1	0
Skyrider	1	1	Up to 2
Eagle's Claw	1	1	Up to 2
Powder Kegs	1	1	Up to 2
Carousel	1	1	Up to 2
Eagles Creek Farm	1	1	Up to 2
Elephant Flight	1	1	Up to 2
Savanna Express	1	1	Up to 2
Kangaroo Jump	1	1	Up to 2
Dodgems	1	1	Up to 2
Twist and Turn	1	1	1
Dragon Drop	1	1	Up to 2
Skull Rock	1	1	Up to 2
Hot Air Balloons	1	1	Up to 2
Swan Boats	1	1	Up to 2