

LIGHTWATER VALLEY

DISABLED ACCESS

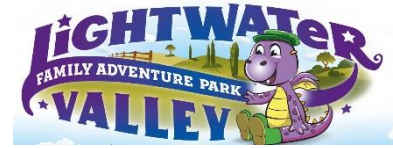
GUIDE

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

To ensure our guests get the most out of their visit to us the Accessibility Guide is packed with useful information and handy hints to enable you to tailor your visit.

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.

Essential Carer Tickets

Essential Carer tickets are available for guests with a medical condition or disability, where support is needed that is significant and in excess of what could be reasonably expected of friends/family already accompanying the guest.

We allow one essential carer to accompany a paying guest into the park who requires their assistance during their visit, if their Access Card or Nimbus ID carries the +1 symbol.

If eligible, two people can accompany the paying guest with the appropriate +2 symbol on their Access Card or Nimbus ID.

Our Essential Carer Scheme is not available to complimentary ticket holders or for any non-paying guest.

Essential Carers **must be over 16 years of age**. and in the view of Lightwater Valley, able to take primary responsibility during emergencies and decision making. The essential carer is required to sit in the same carriage, boat, seat, or row as the disabled guest they are assisting.

All applications need to be submitted via the Nimbus Disability website: www.nimbusdisability.com

Please visit our website to purchase your tickets: 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

Toilets and Facilities

Accessible toilets are available throughout the park at:

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

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.

Visible Autism Quiet Room

Located in our Visitor Experience Centre we have a quiet room / safe space which can be used to help regulate and escape from the hustle and bustle of the adventure park atmosphere.

Please come and see a member of the friendly team for access at any point during your visit.

This has been upgraded for the 2024 season with the help of Visible Autism LTD.

Check out their website here - www.visibleautism.co.uk

Lakeside Walk & Rest Areas

Our Lakeside Walk is a wonderful area to take a quiet break and explore our wonderful surroundings before continuing your exciting Lightwater adventure.

There are ample seating areas located all around the Park. These take the form of benches and picnic tables. There are also large undercover seating areas next to Ebors Soft Play, Grill Café and in the main entrance arcade.

Assistance Animals and Guide Dogs

We recognise that some guests require additional assistance from a service animal in order to visit Lightwater Valley, therefore, assistance animals and guide dogs are permitted to enter the Park.

However, due to our unique environment, the following requirements apply:

- Owners must be in control of their animal at all times.
- The animal must remain on a non-extendable lead whilst inside the Park.
- The animal cannot be left unattended at any time.
- Animals are not permitted to enter a ride carriage.
- Whilst we do not have a designated area for animals to expel waste, we require all animal owners to dispose of any waste immediately.

We reserve the right to request proof of training and to refuse access to untrained animals due to the health and safety risk they pose to both guests and staff.

Wheelchair Users

The vast majority of the Park is very easy to access for wheelchair users and there are special arrangements made at rides and attractions to allow access.

We are pleased to offer Wheelchairs, which are available to hire from our Visitor Information Centre on your day of visit . There is a £10 refundable charge. Unfortunately, we do not hire Mobility Scooters.

Wheelchair users can stay in their chairs at the following rides and attractions:

- Lakeside Walk
- Meet and Greet
- Hall of Mirrors
- Lightwater Express Train

For all other rides please check the Mini Access Guide for entrance and exit routes.

NEW FOR 2024 – MINI ACCESS GUIDE

New for 2024, we have introduced our Mini Access Guide, which summarises the access information for each individual ride in a handy guide that you can take around the park with you.

Copies are available from the Visitor Information Office on your day of visit.

UPDATED FOR 2024 - Rides Easy Access Pass

We offer a Rides Easy Access Pass for guests who find standing and or queuing a substantial barrier to accessing rides and attractions. The Rides Easy Access Pass removes the need for our guests to wait within the main ride queue lines and enter by a dedicated entrance for Access Pass users.

Lightwater Valley is proud to partner with Nimbus Disability, operators of the Access Card scheme, who will now process all Essential Carer and Rides Easy Access Pass (Ride Wristband) applications.

How Does the Rides Easy Access Pass work?

1. Ensure that you have a Nimbus Access Card or Registered Lightwater Nimbus ID that shows a queuing symbol. (Head to their website to apply for a Nimbus – www.nimbusdisability.com)
2. Bring the Physical Card or Nimbus ID details to our Visitor Information Office.
3. Our Friendly Team will issue your Rides Easy Access Pass and issue a wristband for the guest requiring the support. You can have up to 3 other guests or family members ride with you!
4. Present the Easy Access Pass and wristband at your chosen ride for preferential access.
5. The Ride Operator will initial the pass and permit access, Enjoy the ride!

Rides Easy Access Terms and Conditions:

- A **valid** Nimbus LWV ID or Nimbus Access Card with the **queueing symbol must** be shown to obtain the Access Pass.
- The disabled visitor will be issued with an orange wristband.
- The wristband allows the wearer access to the ride via the designated front of queue entrance or exit gate highlighted in the access guide.
- The disabled visitor (orange wristband) must be accompanied on the ride by at least one essential carer (over the age of 16)
- Essential carers 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.
- Up to 3 family members are allowed to use the front of queue entrance with the wristband wearer.
- 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 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.