



DOWNLOAD ME ON OUR APP!

ACCESSIBILITY GUIDE

2023

ACCESSIBILITY GUIDE

This policy is designed to assist guests with disabilities, ensuring you have a safe, fun filled day and the right expectation of our attractions. Certain rides and attractions in our Resort can be physically demanding and vigorous. Your health and safety is our number one priority, therefore we reserve the right to refuse admission to certain rides should we feel there is a danger to a particular individual for any reason. We have been advised by the Health and Safety Executive that refusal on the grounds of health and safety does not constitute discrimination.

NAVIGATING THE RESORT

PATHWAYS
The pathways are suitable for wheelchairs; however, they can be steep in sections and guests may require additional assistance.

SHOPS & RESTAURANTS
All shops and restaurants are wheelchair accessible. Please speak to a member of the team if you need any assistance.

HIRING A WHEELCHAIR
A limited number of wheelchairs and mobility scooters are available for hire from the Lodge Gate on a first come first served basis. Please note charges may apply.

ASSISTANCE DOGS
All registered assistance dogs are welcome at the Resort; however we kindly ask that dogs are kept away from animal areas to ensure no distress is caused to our animals. Please speak to a member of the Guest Help and Information team for more details. Assistance dogs are not allowed on rides. Assistance dogs must be supervised and kept on a lead at all time. They cannot be left unattended whilst the guest goes on the ride.

RESORT FACILITIES

GUEST HELP & INFORMATION
Located in Adventure Point, the team are happy to help plan your visit and also will be able to assist should you have any queries through the day.

The team here are also available to assist guests setting up their Ride Access Pass on the day and with any questions or concerns with their Ride Access Pass.

FIRST AID CENTRE
Located in the Forbidden Kingdom, first aid can provide medical assistance. They also will be able to assist with cold medicine storage and have a hoist and height adjustable bed.

ACCESSIBLE TOILETS
We have accessible toilets and RADAR key access toilets in the following locations within the Resort:

- Adventure Point
- Wild Woods
- Lodge Gate
- Pizza Pasta
- Smokehouse
- Forbidden Kingdom

RADAR keys can be borrowed from Guest Help and Information.

CHANGING PLACES
A changing places toilet is located in Pirates' Cove including a hoist, change area, shower facility and accessible toilet. Please note, a RADAR key is required to access this facility.

NEED ASSISTANCE?
To talk to a member of the Guest Help and Information team.
07422 128 291



RIDE ACCESS PASS

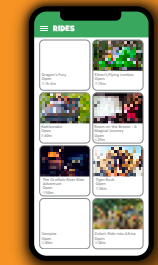
SCAN THE QR CODE WITH YOUR PHONE TO GET STARTED!



Our Guest Help & Information team will be able to confirm if a guest is eligible for a Ride Access Pass.

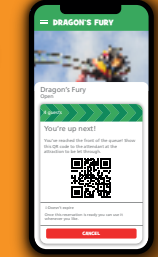
STEP ONE

Select the ride you wish to use using the Ride Access Pass.



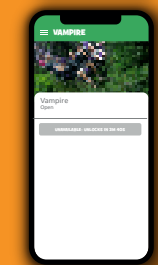
STEP TWO

A QR code will then appear. Head straight to the ride where a member of the team will scan your mobile device and show you to the ride.



STEP THREE

Once you have experienced the attraction, a countdown will appear until your next ride reservation becomes available.



STEP FOUR

Once the countdown reaches 00:00, you can then select your next ride!

RIDE ACCESS PASS FAQs

IS THERE FREE WIFI TO USE?
Yes - just follow these easy steps: Select 'CWOA Wi-Fi' from the available WiFi network list. Open your browser and follow the on screen instructions to register or log on.

THE RIDE ACCESS PASS IS NOT WORKING. WHAT DO I DO?
Log out of the Ride Access Pass and then log back in. If this does not work, please head to Guest help and Information where a member of the team would be happy to help.

I HAVE FORGOTTEN THE RIDE ACCESS PASS WEBSITE. WHAT DO I DO?
Once you have already registered for the Ride Access Pass, please head to the following website and log in with your registered email address.



chessington.reserveandride.co.uk/ or scan the QR code with your phone.

CAN I HIRE A DEVICE?
Devices are available to hire on a first come, first served basis from Guest Help and Information. Please note you will be required to pay a refundable deposit on collection.

ARE THERE ANY QUEUE-FREE ATTRACTIONS?
There are a number of queue-free attractions available at Chessington World of Adventures Resort including:

- AMAZU: Treetop Adventure
- Canopy Capers
- Dragon's Playhouse
- Temple of Mayhem
- SEA LIFE Centre
- Lorikeet Lagoon

We also have a number of shows and zoo encounters throughout the day and don't forget to check out our animals!













RIDE GUIDE

RIDE RESTRICTIONS

This guide contains extra information that may be relevant to guests with additional needs or disabilities, and it is in addition to general ride restrictions (including height, size and loose item restrictions) that are applicable to all guests. These are detailed on information boards at the entrance to the ride queues, and it is the responsibility of all guests to check.

SYMBOL KEY

-  Ride Access Pass Entrance
-  Stairlift to ride platform
-  Wheelchair users must transfer unaided
-  Wheelchair users must transfer with assistance from a carer
-  Guests must be able to hold themselves upright without assistance from a carer for the duration of the ride.
-  Guests must be able to sit upright with assistance of guardian or carer for the duration of the ride.
-  Guests must be able to hold onto handles, lap bars or handrails and brace against ride forces
-  Wheelchair User Entrance
-  Steps to ride platform
-  Suitable for Non-ambulant guests
-  Involves flashing or strobe lighting.
-  This ride has a complex evacuation procedure that is physically demanding.
-  Not recommended for guests with back or neck complaints, heart conditions, high blood pressure, broken limbs or guests who are pregnant.
- **** When adults are riding with small children
- *** When using an animal

| ATTRACTION INFORMATION | | ENTERING THE ATTRACTION | | | RIDE REQUIREMENTS | | | | | | CONSIDERATIONS | | |
|---------------------------------------|---------------------|---|---|---|---|---|---|---|---|---|---|---|---|
| Attraction Name | Location |  |  |  |  |  |  |  |  |  |  |  |  |
| Adventure Tree Carousel | Adventure Point | Disabled Entrance | | | ✓ | ✓ | ✓ | ✓* | | | | ✓ | |
| AMAZU: Treetop Adventure | Chessington Zoo | Main Entrance | | | | | | | | | | | ✓ |
| Barrel Bail out | Shipwreck Coast | Disabled Entrance | | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Blue Barnacle | Shipwreck Coast | Ride Exit | ✓ | 1 | ✓ | | ✓ | | ✓ | | | | ✓ |
| Canopy Capers | Chessington Zoo | Main Entrance | | | | | | | | | | | ✓ |
| Croc Drop | Forbidden Kingdom | Disabled Entrance | | | | ✓ | ✓ | | ✓ | ✓ | | | ✓ |
| Dragon's Fury | Land of the Dragon | Disabled Entrance | | 9 | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Dragon's Playhouse | Land of the Dragons | Main Entrance | | | | | | | | | | | ✓ |
| Elmer's Flying Jumbos | Adventure Point | Disabled Entrance | | | ✓ | ✓ | ✓ | ✓** | | | | | ✓ |
| Griffin's Galleon | Land of the Dragons | Ride Exit | | | ✓ | | | | ✓ | | | | ✓ |
| The Gruffalo River Ride Adventure | Wild Woods | Disabled Entrance | | | ✓ | | | ✓ | | Below 1.1m | ✓ | ✓ | ✓ |
| Jungle Bus | Land of the Dragons | Ride Exit | | | | | ✓ | | ✓ | ✓ | | | ✓ |
| Jungle Rangers | Rainforest | Ride Exit | | | ✓ | | ✓ | ✓ | | ✓ | | | ✓ |
| Kobra | Wild Asia | Disabled Entrance | | 8 | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Mamba Strike | World of Jumanji | Disabled Entrance | | 1 | ✓ | | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Mandrill Mayhem | World of Jumanji | Disabled Entrance | | | ✓ | | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Monkey Swinger | Wild Asia | Disabled Entrance | | | ✓ | | ✓ | | ✓ | ✓ | | | ✓ |
| Ostrich Stampede | World of Jumanji | Disabled Entrance | | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Rattlesnake | Mexicana | Ride Exit | | | ✓ | | ✓ | | ✓ | | | | ✓ |
| River Rafts | Rainforest | Disabled Entrance | | | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Room on the Broom - A Magical Journey | Chessington Zoo | Disabled Entrance | | | | | | | | ✓ | | | ✓ |
| Scorpion Express | Mexicana | Ride currently closed for 2023. Restrictions subject to amendment if ride re-opens | | | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Sea Dragons | Land of the Dragons | Ride Exit | | | | ✓ | | ✓ | | ✓ | | | ✓ |
| Seastorm | Pirates' Cove | Disabled Entrance | | | | ✓ | ✓ | | ✓ | ✓ | | | ✓ |
| Temple of Mayhem | Wild Asia | Main Entrance | | | | | | | | | | | ✓ |
| Tiger Rock | Land of the Tiger | Disabled Entrance | | 27 | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Tiny Truckers | Adventure Point | Disabled Entrance | | | ✓ | ✓ | | ✓ | | ✓ | | | ✓ |
| Tomb Blaster | Forbidden Kingdom | Disabled Entrance | | | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| Trawler Trouble | Shipwreck Coast | Disabled Entrance | | | | ✓ | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| Treetop Hoppers | Rainforest | Ride Exit | | | | ✓ | ✓ | ✓ | | ✓ | | | ✓ |
| Tuk Tuk Turmoil | Wild Asia | Ride Exit | | | | ✓ | ✓ | | ✓ | ✓ | | | ✓ |
| Vampire | Wild Woods | Disabled Entrance | | 7 | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |
| ZUFARI: Ride into Africa! | Wanyama | Disabled Entrance | | | ✓ | | ✓ | | ✓ | | ✓ | ✓ | ✓ |

Information correct as of September 2023

ACCESSIBILITY RIDE RESTRICTIONS AND ACCEPTANCE OF USE

Guests must read all of the information about our rides and attractions' requirements within this guide before joining each ride queue. Guests with extra assistance requirements should seek assistance from the ride attendant or the Guest Help and Information team.

In certain situations (such as extreme weather conditions or temporary stoppages), it may be necessary for guests to be offloaded from the rides, possibly from the highest point. For this reason, the number of disabled guests permitted on certain rides at any one time may be limited, which means you may be asked to divide your party into smaller groups, and may experience a wait before you board.

Should you have a limb difference above the knee or above the elbow we do have certain rides that would not be accessible for you to ride due to manufacturers guidelines. Please check our Prosthetics and Limb Differences guide for more information on individual ride restrictions.

Please be aware Tiger Rock and Gruffalo River Ride Adventure have constantly moving boats and guests must be able to get on and off the ride unit in under 30 seconds unassisted. If you need more information please use our SMS service to communicate with the Guest Help and Information Team.

If you are visiting with a plaster cast or walker boot, please speak to the GHI team or in advance for a list of what rides & attractions you can visit. If you are visiting a ride that permits plaster casts or walker boots, please refer to your medical guidance before choosing to ride.

Those wearing a medical cast or walking boot are restricted from riding Jungle Rangers for their own safety and the safety of others. Please speak to a host at the specific ride or attraction for more information or visit Guest Help and Information.